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Alive!

INFORMATION TECHNOLOGY AGENCY

CONNECTING

HOME AND WORK

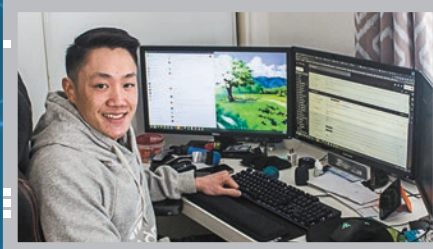
AND

SEE PAGE 10

Meet the team that built the telework system that connects everyone working at home and keeps the City government functioning during the pandemic.

ABOVE, FROM LEFT:
Ted Ross, General Manager, and Ryan Norwall, Information Systems Manager, in ITA's Data Center. Both are Club Members.

BELOW, WORKING FROM HOME:
ITA's Ryan Norwall, John Hawkins and Eric Lee.



Alive! main photo by Summy Lam

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One Year and Counting Down

JOHN'S BLOG

by John Hawkins, President and CEO, The Club

This issue marks our 12th consecutive month dealing with the COVID-19 pandemic. That's a solid year of dealing with an emergency that has altered our lives dramatically. City employees and Club Members continue to work hard to keep LA running and providing necessary City services.

This month's story – connecting City employees via videoconferencing so that those working at home safely can still get their work done – is an essential one to tell. Its success made so much of the City's effectiveness possible. Special thanks to ITA's **Ted Ross**, **Maryam Abbassi** and **Ryan Norwall** for helping us tell this story.

We've covered a lot of the City's major COVID-related projects in the past year, and we will continue to do so. But as the vaccines are now in play and starting to stem the danger, we'll be moving back to regular stories. It will be a mix, as the world moves from lockdown to a semblance of normal sometime soon. That may be awhile yet, so expect to see some of both.

I'm proud of how hard City employees have worked. From our end, it hasn't been easy bringing these important



Alive! editor John Burnes with ITA's Ted Ross and Ryan Norwall.

stories to you safely and at a distance. We've been careful with protocols.

The Club continues to work hard bringing our services to you, our Members, as it has throughout the past year. Whether we've called you by phone in the biggest outreach project in our history, or joined your Webex or Zoom

department calls, or fulfilled your Club facemask orders, or worked to deliver your insurance claims, we've been there for you all along the way.

So enjoy this month's story and all those that will follow.

On a minor note, I've been on the cover a few times, which was never my intention of course, but only to tell a bigger City story. But now there have been two named John Hawkins to grace our cover – ITA's **John Hawkins** is the second! Glad to share with you, the *other* John Hawkins!

I want to give a quick shoutout, as I do when I run across a longtime City veteran retiring, to **John E. Mandry** of Public Works, who's leaving with an amazing 52 years of City service. Awesome!

So until next month, keep safe, be good to your family, and I wish you all the best as we slowly get back to normal.



JOHN

CLUB MEMBER EXCLUSIVE DEALS!



SAVE UP TO 40% BY REGISTERING YOUR CREDIT CARD.

Only the Club Gets You These Deals at Office Depot!

Club-exclusive contract discount can save you up to 40 percent at Office Depot. It's huge! (Use your pre-registered credit card, and bam, there's the discount!) The Club discount is good on all eligible items storewide.

HOW TO REGISTER YOUR CREDIT CARD:

1. Call the Club at (800) 464-0452.
2. Speak to Cesilee Castillo (ext. 126) or Genesis Martinez (ext. 226).
3. Wait 72 hours for registration to take effect.
4. You'll receive the contract price or the sale price, whichever is lower.
5. The deal works in-store or online.



Save on Gear to Work Remotely!

The Club discount is good on all eligible items storewide. Here are some items of note this month:



EMPLOYEES CLUB OF CALIFORNIA

EmployeesClub.com

Office DEPOT OfficeMax

IN THIS ISSUE



COVER STORY:

Connecting Home and Work 10-13

ITA's Connect2LACity project lets 18,000 City employees work from home.

City of LA Coverage

The Club

- Invite the Club to your next online meeting5
- Club, RLACEI and LACERS team up to offer free facemasks to LACERS Retired Members.7
- As part of our annual tribute to Mother's Day, tell us more about your mom!.....5

Citywide

- The City continues its work on the streets during the COVID-19 emergency6

Club Angels

- Help fellow City employees in need5
- Applications for Club's Mukai Scholarship now available.....19

DWP

- John Otoshi, Retired, DWP, writes to update readers about his post-retirement life.....16

LACERS

- Enroll in LACERS's Larger Annuity Program7
- Update your email address.....7
- The Dos and Dont's of completing your retirement application7

LAPD

- Alive!* brings together a number of recent retirements.....9
- LAPD 911 Operator Ray Guerrero, who died of the coronavirus, remembered by co-workers.....8

LAPD, LAFD

- Two LAPD COVID-related deaths increase Citywide total to ten during the pandemic.....8
- St. Baldrick's fundraiser goes virtual this year16

Sections & Columns

- Coloring Contest Kids Winners.....20
- Deaths: In Memoriam19
- Insurance from the Club: Life.....19
- John's Blog: From the CEO2
- Larios in the City17
- Lifes Moments18
- Retirements.....18
- Sports17



Get more *Alive!* news at alive.employeesclub.com

- Claims Monthly Web
- Classified Ads.....Web
- Club Team and Counselors.....Web
- Cooking With the Club.....Web
- Library Top Ten.....Web
- Picture Perfect.....Web

Advertiser's Index

- Rosebud Marketing 16
- United Agencies 9

**NEW THIS MONTH
ONLINE!**

alive.employeesclub.com

Cooking With the Club

Chef Larios offers a late winter *robusto* Italian classic with cavatappi beef ragù Bolognese with Parmigiano-Reggiano cheese and Italian parsley.



LAPL's Top Ten

Read what Angelenos were reading and downloading in January.



Post Your Graduation Pics!

You can't celebrate in real life because of the pandemic, but you can celebrate in the pages of *Alive!*. Submit pics online: aliveemployeesclub.com/graduations/



Deadline Soon for Grown-Up



Coloring Contest

Hey Club Members, the deadline is soon for this year's Grown-Up Coloring Contest, so get out your crayons, sparkles and whatnot, and send in your entry. Get coloring, and have fun!

Download coloring art at: alive.employeesclub.com/coloring-contest-for-adults

Entries due by March 12

The Club: Here to Help

Club staff is dedicated to helping our members receive the maximum benefit from their membership. If you have questions, concerns or suggestions about your Club, our counselors are ready to help.

Email us at:

help@employeesclub.com

if you have an event you want an event covered in *Alive!* or if you have questions about insurance.

Or call us at: (800) 464-0452

In-house Counselors

AT CLUB HEADQUARTERS:



Cheryl Martin
Member Services Counselor
Ext. 136

AT THE CLUB STORE:



Tiffany Sy
Member Services Counselor
Ext. 202

Alive!

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SHOP THE CLUB...*Online!*



The Club Store is open online 24/7, with shipments processed and mailed every workday. Orders are accepted online and by phone (phone is during normal work hours).

Shop safely while staying at home, with a new selection of Club apparel and gifts.

And featuring a big City hit: **City seal masks**, in white and black. Custom made. Cloth that's durable, washable and soft. Announce to the world that you're a City employee!

SHOP NOW!
employeesclub.com

MEMBER EXCLUSIVE DEALS

BACK IN BUSINESS AGAIN

SEAWORLD SAN DIEGO

Reservations are required, and park rides remain closed. New reopening guidelines are in place for your safety.

Adult Tickets	
Gate \$94.99	CLUB \$64.40

EmployeesClub.com

SAN DIEGO ZOO/SAFARI PARK

Tickets are date specific and requires a reservation. New reopening guidelines are in place for your safety.

Adult Tickets	
Gate \$62	CLUB \$50⁸⁴

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CATALINA EXPRESS

At this time, Catalina Express operates round-trip service only from Long Beach. L.A. County health orders are in effect. San Pedro and Dana Point will begin offering round-trip service starting February 12th.

[DETAILS ONLINE](http://EmployeesClub.com)

K1 SPEED

MOST LOCATIONS ARE NOW OPEN

Vouchers are good at all K1 Speed locations nationwide. Includes one 14-lap "Arrive & Drive" Race and Annual License.

RETAIL \$30	CLUB \$17
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Club Angels

Help Fellow City Employees

The pandemic is still affecting many fellow City employees.

Can you help?

As the virus pandemic continues in 2021, the hardships faced by some City Employees and their families are even more critical. Club Angels, the charity started by staff members of the Employees Club, invites you to join our efforts to help.

Since the Club Angels appeal began, the charity has provided nearly \$13,500 in grocery assistance to approximately 70 fellow City Employees through your gifts and matching funds from the Club.

If you are facing hardship, please reach out to us. Club Angels is here to help.



Thanks to your donations, these groceries were delivered by Club Angels to a City Employee in need.

The Club encourages City Employees and everyone to contribute to the Club Angels fund, accessed on its GoFundMe page. Donations go to City Employees in need; Club Angels and the Employees Club earn nothing from the transaction. Donations might be tax deductible; consult your tax professional.



To donate, go to:
ClubAngels.org

Please be generous.

Club Angels is a separate charity begun by Club staff.



CLUB

Invite the Club to Your Online Meeting!

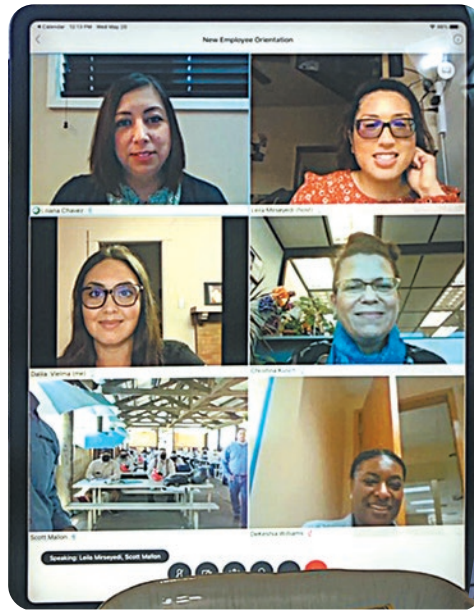
The Club is in full operation (except for the walk-in Club Store, for now) and working hard to bring exclusive Club benefits to City and DWP employees.

The Club is in full operation (except for the walk-in Club Store, for now) and working hard to bring exclusive Club benefits to City and DWP employees.

Bring great Club benefits to your next meeting. Invite a Club Counselor to your next online meeting.
To book: info@employeesclub.com

Club Counselors including Dalila Vielma have been joining your departmental online meetings to present Club benefits, and happy to join yours. They can present an informative narrated slide presentation, and can prepare Club materials and drop them off in advance.

The Club can join meetings in the following platforms: Webex, Zoom, GoToMeeting, Rooms, Teams, Spaces, Slack and others. You name the platform, and they'll meet you there! ■



Club Counselor Dalila Vielma presents Club benefits to the DWP Engineers meeting online.



Club Counselor Dalila Vielma is ready with great Club information for your next online meeting.
Invite her to join!

Pay Tribute to Your Mom!

CLUB MEMBERS: Pay tribute to your mom this Mother's Day with a photo and message of lifelong love, published in *Alive!*

In our May issue, we'll print a photo of you and your mom (or just your mom) ... and a two- or three-sentence message of Happy Mother's Day from you. Your tribute will also appear on Web *Alive!*, starting just before Mothers Day.

Send in your digital photos and your message now!

To submit, go to:
alive.employeesclub.com/mothersday

DEADLINES:

APRIL 19: to appear in print and online

MAY 6: to appear online only



Tell Us **NEW!** More About Mom

As part of our Mother's Day messages feature, we're asking for a little bit more:

Tell us more about Mom – what makes her special, a funny or heartbreaking story, a unique memory, a personal tidbit ... **you tell us.**

There are no prizes. We just want to create a positive story at a time we can all use it.

When you submit your Mother's Day picture and message online, there will be an additional section where you can send your loving memories.

NOTE: We'll print what we have space for in the printed *Alive!*, then include all submissions in the Web *Alive!* version. And we're placing a limit of 200 characters, so use them wisely.

Scenes From a Pandemic

PART 12

Alive! continues its documentation of City employees as they take a multitude of measures to combat the COVID-19 pandemic. Here are entries from the Club and the City Twitter feeds about City Employees and Club Members at work during this trying time.

LAPD Northeast



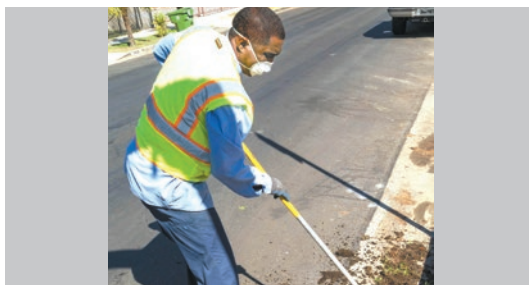
“Sr. Lead Officer Paialii, out in the community on a foot beat! #northeast11 #communitypartnership”
 Jan. 27

Mayor’s Office/StreetsLA



“Our @BSSLosAngeles crews repair and maintain our @LACity streets, sidewalks, bikeways, trees and medians. These services are always vital – and remain critical to the lives of all Angelenos during the COVID-19 crisis.”
 Feb. 2

Public Works/Sanitation and Environment



“LASAN maintenance crews clean & service 40,000 catch basins throughout the City of Los Angeles. Routinely servicing neighborhood drainage systems helps prevent clogs and allows #stormwater to flow properly during the #wetweather season.
 “All storm drains lead to the ocean.”
 Feb. 4

Transportation



“#OurDOTCrew installed new upgrades to Balboa Blvd. in Granada Hills to keep #MovingLAFoward. High visibility messaging promotes safety for those traveling through the area.”
 Feb. 9

LA Police Museum



“@LAPDCentralArea Officers gathered this morning to honor Patrolman Patrick Downey, killed in the line of duty on February 18th, 1919. They have a tradition of gathering at locations where Officers perished on the anniversary to honor them and welcome the public to do so also.”
 Feb 18



John’s Picture Perfect Contest

Club Members only. Good luck!

WIN
\$25
Amazon
Gift Card

The Club’s online photo contest, organized by CEO John Hawkins, now has a monthly theme.

April Contest Theme: **Pets**
 Submit your best photos of pets and be in the running for a prize.



Submit your photos online here:
alive.employeesclub.com/pictureperfect

Deadline: Mar. 15

NEW SAVINGS ADDED

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SAVE 30% on select products and accessories

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LOS ANGELES CITY EMPLOYEES RETIREMENT SYSTEM

FOR RETIRED CITY EMPLOYEES:

Update Your Email Address

Having a current email address on file with LACERS ensures that you receive timely communications about your LACERS benefits. If you need to update or add an email, complete the Change of Email Address Request form on the LACERS Website at lacers.org/forms. Please make sure that the email you provide is an email that you use regularly so that you don't miss important information.

If you have a MyLACERS account you can update your email address under Profile inside MyLACERS and do not need to submit a form.

MyLACERS link is mylacers.lacers.org



FOR ACTIVE CITY EMPLOYEES:

Retirement Application Do's and Don't's

Are you getting ready to retire? LACERS staff has put together some retirement application do's and don't's to aid you during this process:

DO:

- 👉 Do sign and date your application.
- 👉 Do submit all three pages of your Managed Retirement Application.
- 👉 Do initial any cross-outs.
- 👉 Do make sure your application is submitted within the filing period.

DO NOT:

- 👉 Do not sign your application electronically.
- 👉 Do not use any white-out on your application.
- 👉 Do not put a past date as your Retirement Effective Date.
- 👉 Do not submit your application in a format where it is not legible.

FOR ACTIVE CITY EMPLOYEES:

Supplement Your Annuity Program

Looking to supplement your LACERS monthly allowance in retirement with an additional lifetime payment? Consider enrolling in LACERS's Larger Annuity Program with as little as a \$5 bi-weekly contribution. This optional retirement investment account allows participants to contribute post-tax monies and choose between receiving a monthly lifetime payment or a refund of the funds in addition to the interest accrued upon retirement. Please consult with your financial adviser to see if the Larger Annuity Program will benefit you and your financial goals.

Forms to enroll, cancel, or change your contribution amount can be found here:

lacers.org/larger-annuity-program



LACERS Retired Members: Sign Up for a Free Facemask

The Club partners with LACERS, RLACEI to offer free facemasks for LACERS Retired Members.

Retirees: Do you have enough facemasks to keep you and others around you safe? With your continued safety and health in mind, three organizations are teaming up to send a free mask to LACERS Retired Members.

Two associations — the **Employees Club** and the **Retired Los Angeles City Employees, Inc.** (RLACEI) — are teaming up with the **Los Angeles City Employees' Retirement System** (LACERS), a City department, to make facemasks available to their Retired Members who request them. The masks are free and intended to help LACERS Retired Members protect their health.

The masks have been donated generously by two LACERS health plans, **SCAN** and **Kaiser Permanente**. The masks are fabric and designed for nonmedical use, and are different from the masks sold through the Club Webstore.

LACERS, RLACEI and the Club thank Phil Orland, who's active in all three organizations, for working to make this program happen. ■



Requirements:

- Retired LA City employee.
- Registrants must have an active MyLACERS account. (If you do not have a MyLACERS account please email LACERSWell@lacers.org for assistance).
- Limit two masks per household.
- Offer stands while supplies last.
- The masks and shipping are free. It's really that simple.

Request your free facemask by logging into your MyLACERS account:

mylacers.lacers.org

For instructions on how to request your free mask, go to <https://bit.ly/3riOemh>. Your free facemask will be shipped to you free via one of the three organizations.

Contact LACERS for questions about the free facemask giveaway:

- lacerswell@lacers.org
- (800) 779-8328
- RTT (888) 349-3996



LACERS RETIRED MEMBERS:

Be Safer With a Free Mask!

Stay safer and be healthy in your retirement with a facemask.

It's free, courtesy the Club, RLACEI and LACERS for LACERS Retired Members! (SEE BELOW FOR DETAILS)

Request your Free Facemask today!

Two per household maximum. Must be a LACERS Retired Member with a myLACERS online account (you can register for a free account when you request your mask). Shipping is also free. Masks are fabric and designed for nonmedical use, and are different from the masks sold through the Club Webstore. Masks are donated by two LACERS health plans — SCAN and Kaiser Permanente. While supplies last.



Scan this code with your phone to login at mylacers.lacers.org



LACERS



Alive! is also its own Website ...

Visit *Alive!* on the Web ... for lots more stories, photos and videos!

GO TO: alive.employeesclub.com

LAPD LAFD

2 Succumb to COVID

Two first responders from the LAPD increase total to ten during the pandemic.
May they rest in peace.



Dexter De Los Santos

LAPD Security Officer Dexter De Los Santos died Jan. 29 due to COVID-19.

Dexter served Angelenos as a full-time Security Guard at Security Services Division for more than eight years.

“Our thoughts and prayers are with his loved ones,” wrote LAPD HQ. “Dexter, we thank you for your service.”



Sgt. Patricia Guillen

Sgt. Pat Guillen, who served the City for 22 years and was last assigned to 77th Division, passed away from COVID-19 Jan. 28. “Our thoughts and prayers are with her loved ones,” wrote a message from LAPD HQ. “Patricia, we thank you for your service.”

“I’m shook,” wrote LAPD Commander Ruby Flores. “I was so fortunate to work with Pat while serving the Rampart community. She was truly an angel with a quick wit and a genuine leader. My heart aches for her family and loved ones. Rest easy, sister. See you on the other side.”



Other COVID Deaths

We remember those in the City who have passed away previously from coronavirus complications.

LAPD

- Sgt. Fred Cueto, a 22-year veteran, died in December 2020
- Detention Officer Erica McAdoo, 39, died in July 2020
- Officer Valentin Martinez, 45, died in July 2020.
- Officer II Philip Sudario, with 25 years of City service, died in January 2021
- Sgt. Amelia “Terry” Martinez, with 27 years of City service, died in January 2021
- PSR III Raymond Guerrero, a 911 Operator with 24 years of City service, died in January 2021.
(See *Remembering Ray* below.)

LAFD

- Firefighter/Paramedic Jose Perez died in July 2020
- Capt. 1 George Roque, with 22 years of City service, died in January 2021

Remembering Ray Guerrero

Last month, *Alive!* reported on the COVID-related death of PSR Raymond Guerrero, a 911 Operator with 24 years of City service. He died Jan. 7. He is survived by his wife, Debra, also a PSR, and two daughters. Some of his former colleagues in the LAPD/Communications Division shared their memories of Ray.

May he rest in peace.

This incident occurred at least 15 years ago (circa 2004-05):



Ray Guerrero

“Ray and I were having our regular Ebreak Code 7 (from 2040-2130 hours) when Communications Division was still located in CHE P4 level.

“We were at Philippe’s (The Original - French Dipped Sandwich Place) near Chinatown, having our meal. An armed suspect came through the side door with a handgun and face covered with a red bandana. I immediately dropped to the floor. If you have been to Philippe’s, you would know the floor was covered with sawdust. So, imagine my clothes covered with sawdust and Ray just sat at his chair and continued to chow down on his meal while the place was 211d.

“Code 4, the suspect apparently got the money from the cashier and left. Ray still sat on his chair to finish his meal.”

“This is a true story.”

- Buddy Ramiro

“Apparently many years ago Ray got a call from a man who was barricaded inside a building. He kept him on the phone until the expert negotiator showed up. The man did not like speaking to the negotiator and said that he would talk to Ray and Ray only. Ray had a comforting effect on everyone, no matter what side of the law you might be on. Rest in Peace, Ray.”

- Jean Sarfaty

“Ray was my Instructor who got me through my weeks 9-12 radio dispatch floor training. Throughout my 15 years, he became more than just an instructor to me. Ray was there at my late grandmother’s services, who was like a mother to me. He was also there at my wedding.

“I remember many nights on PM (evening) watch with Ray driving, while Buddy and I would go with him to different little hidden restaurant gems near downtown on our lunchbreak. Ray grew up in the area and knew all the good spots around downtown LA.

“At a job where many nights could seem grim and stressful, Ray would be the humorous one who taught us all on PM watch to find the joy in this career. We will sorely miss Ray’s light here on our dispatch floor. In this fight to rid our City of this pandemic, the City of Los Angeles should know that another Angel in Ray now watches over them.”

- Daniel Hill

Tribute

The weekend of Feb. 20-21, the tight-knit family of LAPD/Communications held a tribute to Ray. Here’s what the department posted on Facebook:

“This weekend, we honored the life of late PSR III Ray Guerrero. By dressing in our Class A uniform attire, we showed respect to a humble instructor, inspiring coworker, and caring friend. You will always be in our hearts. *Sumangit nawa ang iyong kaluluwa.*”



At the 911 Operators tribute to Ray Guerrero.

Alive! invites readers to send in their remembrances of Ray, or of the other City employee victims of COVID, or any other City employee, to: talkback@employeesclub.com

LAPD RETIREMENTS

Recent dept. retirements announced via social media.

The following employees of the LAPD have retired, according to announcements made via social media. The celebrations were held safely due to coronavirus protocols.

Congratulations on great careers!

Tim Hayton

Tim Hayton, Equipment Mechanic, retired from the Mission Bureau Feb. 11. He gave more than 23 years of service to the City.

Thanks for your service, Tim!



Tim Hayton (left) receives his retirement plaque from Capt. Michael Odle.

Three From Central Area

On Jan. 27, Officer II Quyen Nang Mai, Officer III Art Herrera and Sgt. Leticia Delgado Garcia retired. Together, they had more than 100 years of City service in the downtown area.



Officer II Quyen Nang Mai



Officer III Art Herrera



Sgt. Leticia Delgado Garcia

Assistant Chief Robert Arcos

Assistant Chief Robert Arcos retired Jan. 31. He had 32 years of City service.

At retirement, he led the department's Office of Operations, overseeing Citywide patrol operations, the response to homeless, and he served as the department's Latino liaison.

He served in every bureau in the City and implemented new processes to more effectively use technology and departmental resources.

"It's been the honor and privilege of my life to serve alongside the best men and women in law enforcement," he wrote. "I am retiring with endless gratitude and much love for our profession. Thank you to all who have been part of this amazing journey."

Congratulations on your career, Assistant Chief Arcos.



Assistant Chief Robert Arcos.

Capt. Dave Storaker

Capt. III Dave Storaker, in charge of LAPD/Communications, retired Sept. 29. He served the City for 37 years.

Capt. III Dave Storaker, in charge of LAPD/Communications, retired Sept. 29. He served the City for 37 years.

As an Officer, Capt. Storaker was assigned to patrol, CRASH, and a foot beat. He also trained probationary officers and wrote Office of Operations Orders.

In 1991, he was promoted to Sergeant and assigned to Newton Area, North Hollywood Area, Personnel Division, Internal Affairs Group, and the Inspector General's Office.

In 2000, he was promoted to Lieutenant, where he served as a Watch Commander, an Officer in Charge of Gang and Narcotic Intervention and Enforcement, a Commanding Officer in charge of Detectives, and the Adjutant to the Chief of Detectives.

In 2014, he was promoted to Captain in the Hollywood Area as the Patrol Commanding Officer. In 2015, Capt. Storaker moved to Olympic Area, where he also led the Patrol personnel. In 2016, he was again promoted to the Commanding Officer of Communications Division, where he oversaw more than 500 Dispatchers.



At his retirement party on Sept. 29, 2020, Capt. III Dave Storaker (right).

ELECTRIC BIKE DISCOUNTS

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TAKE 14% OFF

ONLINE PURCHASE OF AN ELECTRIC BIKE
(LIMIT 2 BIKES PER MEMBER)




PEGASUS

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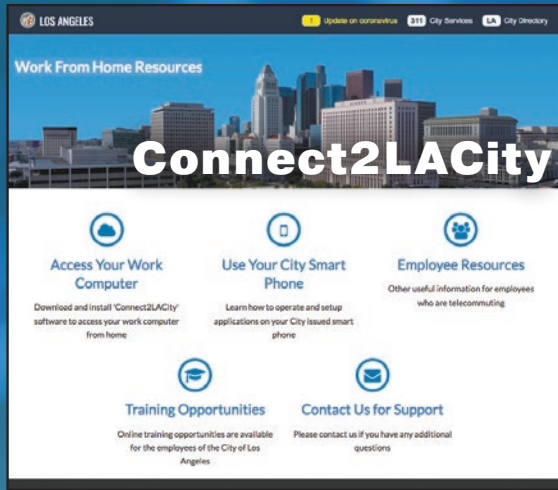
Order online with your unique Club discount code and pickup your fully assembled and tested ebike at your local Pegasus or Bulls authorized bike dealer nearest you.

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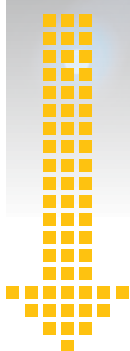
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MARCH 2020:
18,000
City users
connected
in 10 days.

INFORMATION TE
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The *Alive!* Interview



Up and Running

On Feb. 4, Club COO Robert Larios and *Alive!* editor John Burnes interviewed selected members of the team that built the ITA Connect2LACity telework platform and learning tools. The interviewees included Joyce Edson, Executive Officer/Assistant General Manager, 35 years of City service; Ryan Norwall, Information Systems Manager, 14 years, Club Member; Kevin Cheng, Systems Programmer, 5 years; Nima Asgari, Programmer Analyst V, 4 years; Tony Le, System Programmer, 20 years; Jayson Joseph, Information Systems Manager, 20 years; Ly Lam, System Programmer, 20 years; Eduardo Magos, Information Systems Manager, 20 years; and Tuan Ngo, Sr. Systems Analyst II, 20 years. The interview took place via teleconference due to COVID-19 protocols.

Alive!: Thanks to all of you for coming online – appropriately enough – to speak to our *Alive!* readers about the telework project you built last year. First, though, each of you – tell us the path you took to get to your current position.

Kevin Cheng: I've been working day one out of high school since I was 18. Initially I worked in warehousing near City of Industry. There's a lot of System Integrators who build servers out there. I went to school at Cal State Fullerton, and did a Computer Science degree. Then I graduated during the recession, right. I was originally looking for a job in NorCal but then all of the sudden the City called me. I got in as an Applications Programmer at ITA. I did one year and then I wanted to stay around but they didn't have the position available. So I went to Building and Safety and I told ITA that I'd like to come back. And then I came back as a Systems Programmer.

Nima Asgari: I started four years ago with ITA as an Applications Programmer Trainee. That was under the Document Management Group. From there the Forms Group was folded in and I became the Technical Lead for both groups. And after that, I was promoted to Programmer Analyst and then my subsequent position as one of the leads in charge of the Identity Management Team.

Eduardo Magos: I started my City career with the Bureau of Street Services as a Developer. I've been primarily developing applications or managing development teams throughout my career and have specialized in case management and work management systems. I've been involved in the 311 system for many, many years, which today is called MyLA311, and a lot of other kind of app development for the City, both public facing and internal.

Jayson Joseph: I started as a student intern through Cal State LA in 2001. It was supposed to be a two-year internship and close to 20 years later I'm still here. I love the City and I love IT, and this allows me to do both.

Ly Lam: I started with ITA 20 years ago. I came in straight from college and was on the City Council and CLA Support Desktop. And then I went to Documentum. So now I circle back to ITA Desktop Support Internal, becoming the Supervisor for that area.

Tuan Ngo: I started as a Student Professional Worker for ITA initially. As soon as I graduated from college I took the exam and got the promotion to City Clerk as a Systems Analyst. I worked there for a year and then opportunities arose when I was promoted back into ITA. Back then it was called Internal Support Services but as the group evolved we became Desktop Support. From there I started being promoted within the ranks to where I am right now managing Desktop Support services.

Joyce Edson: I started out in the City as a Jr. Administrative Assistant, a classification that no longer exists. My first assignment was to take a PC, which were just starting to come into the City, and automate a series of time cards for the Bureau of Contract Administration. I got the IT bug and then I moved into the Systems track. I've worked for Sanitation, Fire, Police and ITA, all in the IT track until I was promoted up into an AGM, an XO slot.

Ryan Norwall: I also started my career with the City as a Student Professional Worker while I was going to college at Cal Poly Pomona. Over the last 14 years I've had quite a few different roles all within ITA. I started with Desktop Support, supporting the elected officials, before moving on to the infrastructure side with Active Directory, servers, and also the firewall. At the time of this project, I was managing our cybersecurity operations, and now, I manage ITA's Citywide Help Desk.

And finally Tony.

Tony Le: Out of college, I actually did not start with the City like all the folks here. I started with McDonnell Douglass Aerospace in Orange County. I worked there for several years. There was a downturn in aerospace, and I joined the City. With some computer experience, I got in as a Systems Programmer. I originally started in supporting the Emergency Operations and basically supported Networking Infrastructure Group, and now I'm supporting Networking Infrastructure and Identity Management as well.

Teleworking Before COVID

Tell me what the City's capacity for telework was like before you substantially rebuilt it.

Ryan Norwall: Even prior to COVID, we had a couple of projects in terms of teleworking. Our 311 Call Center already had many agents starting the work-from-home program. As part of supporting that program, we had the ITA's Mobile Worker Program, which replaced all the City desk lines with City cell phones through cellular providers.

Joyce Edson: The original remote access to the City network was part of the Emergency Operations Dept. Tony actually was one of the first people who worked on that. It was limited. At the time we were ahead of our time. That was really the start of it and then we expanded it out for a lot of the elected officials because they are out in the field more than most.

Did you have any emergency plans built up, or were you involved in Emergency Management's guidebook?

Joyce Edson: One of the things I did when I first came to ITA was support Emergency Management. All departments participate in playbooks or the Emergency Preparation Plans. "Pandemic" was one of the playbooks, but quite frankly, I don't know that when anybody in the City did that playbook they ever really anticipated the fact that we would have to use it.

Right.

Joyce Edson: So there was some prep. The pandemic was definitely different. It isn't like a fire where things are done and then you have a recovery and you come back. This pandemic was something we got very short notice for.

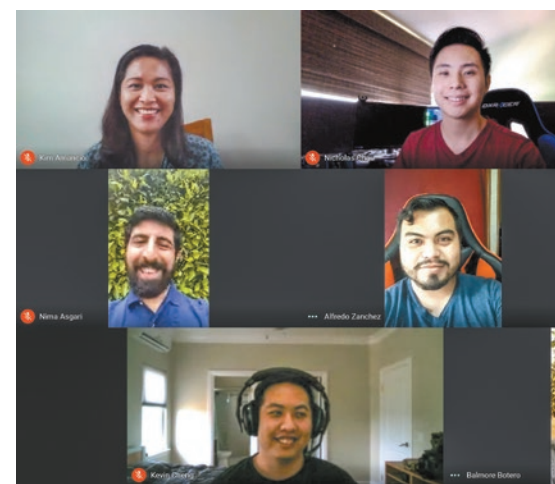


The *Alive!* interview took place via teleconference due to COVID-19 protocols.

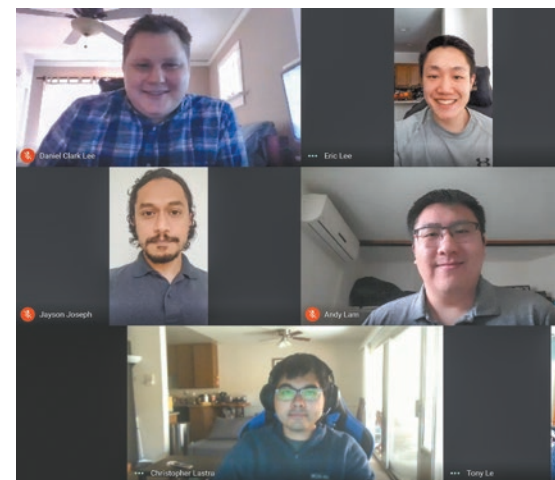


Support Staff: In ITA's Enterprise Network Operations Center is Juan Norona, Sr. Computer Operator II, 34 years.

Meet the teams that built Connect2LACity:



Top, from left: Kim Amancio, Nicholas Chau and Phillip Han. Middle: Nima Asgari, Alfredo Zanchez and Jaime Hernandez. Bottom: Kevin Cheng and Balmore Botero.



Top, from left: Daniel Clark Lee, Eric Lee and Ly Lam. Middle: Jayson Joseph, Andy Lam and Jess Kapik Chong. Bottom: Christopher Lastra and Tony Le.



Top, from left: David Rhodes, Asiri Siriwardenage and Anne Phu. Middle: Marc Magallanes, Timothy Margono and Ryan Norwall. Bottom: Jeffrey Regino, Tuan Ngo and Gian Maslog.

– *Alive!* Interview continues page 12

– Teams 4 and 5 on page 13



Ted Ross, General Manager, and Ryan Norwall, Information Systems Manager, in ITA's Data Center. Both are Club Members.

Photos by Summy Lam, Club Director of Marketing; *Alive!* editor John Burnes; and courtesy ITA

The ITA Connect2LACity Team

Meet the team that built the telework system that connected everyone working at home and kept the City government functioning during COVID.

If you're working from home for health and safety and keeping the LA City government running smoothly by teleworking – getting lots done by hopping on video conferences and connecting with your teams – you have the ITA Connect2LACity telecommute team to thank.

In March 2020, as the pandemic was taking hold, the team built a platform in just 10 days to handle the current 18,000 City users.

Supporting core City services with employees working from home was a daunting task. The team quickly formed a collaboration across security, network, application, Web and media, and administration teams. The group worked with 42 City departments to implement the Connect2LACity telecommuting platform and Web portal.

Telecommuting can be a challenging work arrangement – learning how to do one's work via virtual interactions including email, chat or video meetings, employees can soon feel disconnected from their work teams and the work itself, with negative effects on both productivity and employee well-being. The Connect2LACity Team is providing more than just the telework platform – it also supports a good user experience with tips, tricks, and tools on the www.Connect2LACity.org website.



ITA General Manager Ted Ross holds a virtual meeting with employees at home by using the Connect2LACity telework system (and some headshot printouts!).

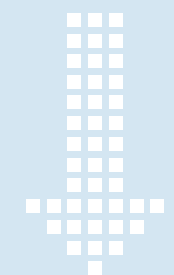
identified the types of City employees who will need to telework and the capabilities they would need from home. Then, we found a robust, full featured technology solution from an existing ITA platform, built it up from scratch, and tested it on a small team of ITA staff who we sent home (i.e. you must work from home using this tool to make sure it works for others).

"We learned a lot in those short 10 days and made many adjustments in the software. On March 19, Mayor Eric Garcetti published the Safer from Home directive. Within 48 hours, we had more than 10,000 City employees setup in our teleworking platform we call Connect2LACity. Within two weeks, we had more than 18,000 City employees safely and securely connected from home so we could keep the City of Los Angeles serving LA's residents when they needed it most."

What has the team learned?

"As you can imagine, we have learned a lot about emergency response and digital transformation during COVID-19," Ted continued. "We now have the ITA Emergency Playbook, which includes detailed plans for establishing our Department Operations Center (to support the City's Emergency Operations Center). In addition, we continue to focus our IT investments and staffing on technology platforms that improve the digital, contactless capabilities of City employees and their departments. Whether it is a pandemic, an earthquake, or a terrorist attack, we want City departments to be effective and electronically capable of performing their mission when Angelenos need them most."

The Club thanks Maryam Abbassi, Marina Sanchez and Ryan Norwall for their assistance in producing this feature.



Team Members

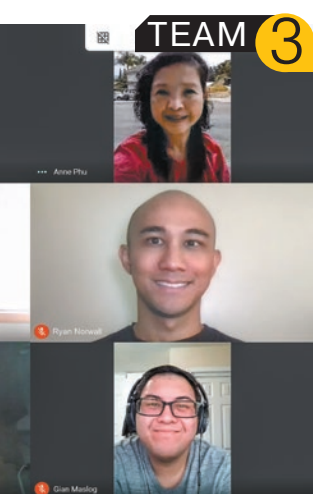
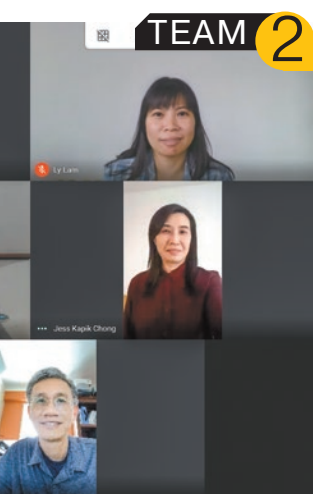
The team that built the ITA Connect2LACity platform and learning tools includes:

Joyce Edson, Executive Officer

Timothy Lee, Chief Information Security Officer

Ryan Norwall, Information Systems Manager

Kim Amancio
Nima Asgari
Baltimore Botero
Nicholas Chau
Kevin Cheng
Phillip Han
John Hawkins
Jaime Hernandez
Jayson Joseph
Jess Kapik Chong
Ly Lam
Tony Le
Andy Lam
Christopher Lastra
Daniel Clark Lee
Eric Lee
Marc Magallanes
Timothy Margono
Gian Maslog
Tuan Ngo
Anne Phu
Jeffrey Regino
David Rhodes
Asiri Siriwardenage
Jeremy Stout
Rick Tang
Sherri Teng
Anne Tou
Alan Tran
Robert Villarreal
Binh Vuong
Jaylen Wimbish
Alfredo Zanchez
Eduardo Magos
Felix Zhang



General Manager Ted Ross

Preparation and the Future

"At the beginning of March 2020, I started hearing from the (federal) CDC that it was not a matter of if, but when COVID-19 came to the United States," recalled ITA General Manager Ted Ross, Club Member. "Immediately, I called together a

Teleworking Task Force of ITA staff in the security, network, identity management, and computer support areas. We asked ourselves: How can we prepare for the possibility of more than 15,000 teleworking City employees in a matter of weeks? Up to that time, the City of Los Angeles had fewer than 35 teleworkers (mostly in the ITA 311 Call Center) and no solution to support this type of mass exodus to telework. We quickly

FOR MORE INFORMATION: connect2lacity.org

INFORMATION TECHNOLOGY AGENCY

CONNECTING HOME AND WORK

ALIVE! FEATURE

One of Many Projects

When *Alive!* asked ITA for a list of the department's other projects during COVID, the list spanned more than 46 pages. Here are some of the highlights.

(ALL DATES MENTIONED ARE 2020.)

Organization

ITA began working with Emergency Preparedness Dept. to stay current on the upcoming pandemic. (MARCH 6)

Policy

ITA held emergency policy committee meetings to develop support steps. (MARCH 13)

EOC Goes Virtual

ITA's Emergency Operations Center goes virtual. (MARCH 13)

Media Toolkit

ITA and the Mayor's Office launch a kit of graphics, videos and other elements the media can use in covering the pandemic. (MARCH 20)

Mayor Press Conferences

Channel 35 begins producing, streaming and broadcasting Mayor Eric Garcetti's nightly news conferences. (MARCH 20)

311 Call Center Ramps Up

City's customer service outreach system develops answers for the hundreds of calls it gets about COVID, in addition to the regular 17,000 customer service inquiries. (MARCH 20)

COVID Testing System

Over a weekend, ITA produced an evaluation, registration and scheduling system for testing Angelenos for COVID infection. (MARCH 27)

Building Social Presence

ITA works with departments to strengthen their presence on social media to better convey current COVID information. (MARCH 27)

Feeding the City's Seniors

ITA's Apps Bureau Staff works with the Dept. on Aging to modify its Senior Meals on Wheels tracking app to make sure the City's seniors continue to receive the meals they depend on. (APRIL 3)

Phishing Monitor

ITA's Information Security Office works closely with federal and local partners in monitoring and sharing threat intelligence about online malicious schemes and attacks. (APRIL 3)

Job Portal

ITA works with the Mayor's Office to create an online job portal for COVID emergency workers. (APRIL 3)

Chatbot Updated

The City's chatbot, Chip, is updated with current COVID information. (APRIL 10)

Logistics Tracking

ITA teams help launch a new Resource Request and Tracking System with the Emergency Management Dept. (APRIL 10)

LAFD Sleeping Quarters

ITA works with the LAFD to expand on the Fire Dept.'s in-station sleeping quarters to accommodate more first responders.



City Council Goes Virtual

ITA's Council support team builds system for the City Council to meet virtually, continuing the City's governance online. (MARCH 27)

Assisting with support for the virtualization of the City Council meetings is Helen Cheong, Student Professional Worker.

CyberU

ITA assists Personnel in launching CyberU, a professional development platform featuring more than 1,700 courses. (JULY 3)

Fire Alerts

ITA assists the High Performance Wireless and Research Education Network (HPWREN) to install a network of fixed cameras and technology to send alerts to the LAFD to minimize damage due to wildfires. (JULY 10)

Resilience

ITA's Policy Committee presented solution ideas to the Mayor's Chief Resilience Officer to aid in the City's Building Back Stronger recovery plan. (JULY 24)

Piper Tech Safety

ITA staff installs multiple improvements throughout Piper Tech, including safety signage and banners promoting face covering usage, and plexiglass at the inventory counters. (AUG. 14)

Radio Sterilization System

After researching the topic, ITA's Gregory May found and installed a semi-medical sterilization cabinet at Piper Tech to help sanitize staff's handheld radios. (AUG. 14)

Directive 29

ITA supports Mayor Garcetti's Directive 29, which builds the City capabilities for contactless operations and digitalization of workflows. (SEPT. 4)

Supporting Students

ITA partnered with Rec and Parks to provide Wi-Fi networks at 50 Rec and Parks sites to support the educational needs of students. (SEPT. 4)

Fair Wage

ITA teams with Public Works/Contract Administration to build an app to oversee minimum wage compliance with vendors. (SEPT. 11)

Traveler Forms

ITA's Apps Bureau works with Airports and the Mayor's Office to launch a COVID traveler's form in advance of the Thanksgiving holiday, to monitor movements and curtail the spreading of the coronavirus. (NOV. 20)

Vaccinations at Dodger Stadium

ITA assists the Mayor's Office in setting up the City's mass vaccination site at Dodger Stadium, said to be one of the biggest mass sites in the country. (JAN. 11, 2021)



Support Staff, from left: Helen Cheong, Student Professional Worker; Hana Saad, Systems Programmer II, 22 years; Frank Manahan, Student Professional Worker, 6 years; Martin Tran, Systems Programmer I, 7 years; and Andy Le, Systems Analyst, 2 years.

The *Alive!* Interview

— continued from page 10

Our General Manager, our CIO, Ted Ross, was briefed I believe in the Mayor's Cabinet that this could be a possibility. We had about a week and a half to two weeks' advance notice that this could be a possibility so we should start thinking about how we would address it. ITA was very quick and nimble in this. I'm very proud of this group for having done this. We come from different areas of ITA. We came together. There were a few meetings where we sat down and did solutions architecture work. We figured out this wouldn't work, this could work. Let's research that. We came up with a plan. Everybody divvied up the work to the best skill set match that we could make. And we were able to do this in 10 to 14 days. We got virtually anywhere from 12,000 to 16,000 people connected and able to do remote access, telecommute.

The Call

What was it like to get that call and how did everybody mobilize?

Joyce Edson: We had been discussing it and doing solution architecture work for this, so we all kind of knew what we were supposed to do. We just went into action. One of the first things was contacting the departments to let them know we had a plan, this was the plan, and this is what we needed them to do. We contacted our vendors because we had to make sure that this was secure so there were licenses we had to buy, and we had to negotiate that as well. Everybody took their roles and just ran with it.

The Mayor had actually alerted his GMs that this was a possibility. But quite frankly, even when he said that, I'm not sure anybody really thought this is what it really was going to be. We'd been watching it happening in New York. We did our planning for the worst — plan for the worst, expect the best, and that was about a week and a half before. We had very little time to really plan it, and this group all came ready and prepared. If they didn't know, they found out right away what would work and what wouldn't work. We were able to come up with a plan and execute it.

Ryan Norwall: I remember that first meeting where we brought in a good number of the people on this call. There were about 12 people in the room when we were first introduced to this idea of bringing up a system that could handle about 20,000 employees. It was the first week of March. And as Joyce said, we had only about a week or two to get it up and running, from inception to ready to onboard users.

Did you do this work at the office, or, naturally enough, from home?

Ryan Norwall: We were still in the office. I remember a lot of late nights and weekend calls. That was about the first week of March. I think the stay at home orders came March 18 or around there, so we had a couple weeks within the office to get everything ready to go.

Objectives

What objective were you given? Was it a system or a platform to handle X amount of people teleworking by a certain date?

Ryan Norwall: Our remote access system at the time supported only about 200 concurrent users, and we were brought in and told that the number we needed to aim for was about 20,000. We were given the criteria that the solution had to be secure, scalable and user friendly. The Tiger Team put our heads together, did a lot of research, and called on industry experts like Gartner to identify solutions that might work. But we also knew that a good amount of City users were going to have to use their own home equipment. We weren't going to be able to give everyone City-owned equipment with a prebuilt remote access solution. It's one thing to rip and replace that old system and make it scalable, but I think the difficult part was having to customize the solution itself and the processes around it, and that's where a lot of the different areas of IT and the members on this call come into play.

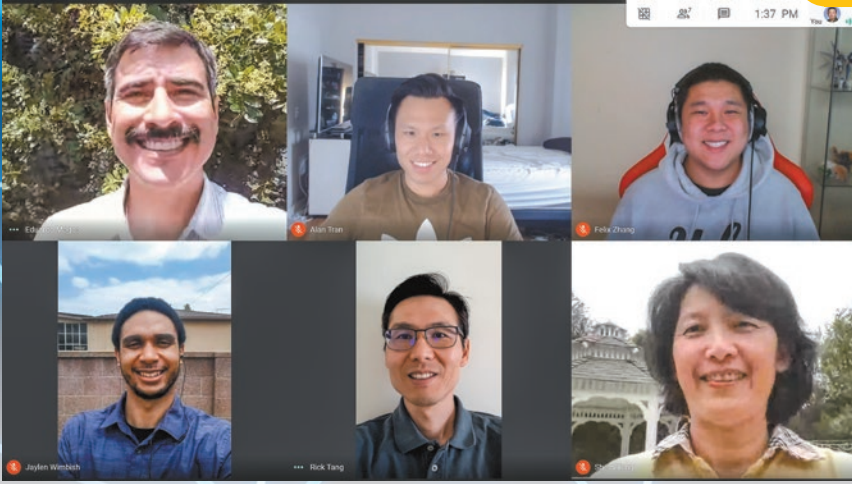
Got it. What kind of a platform did you build?

Ryan Norwall: The platform had two main pieces. One was that

— *Alive!* Interview continues page 13

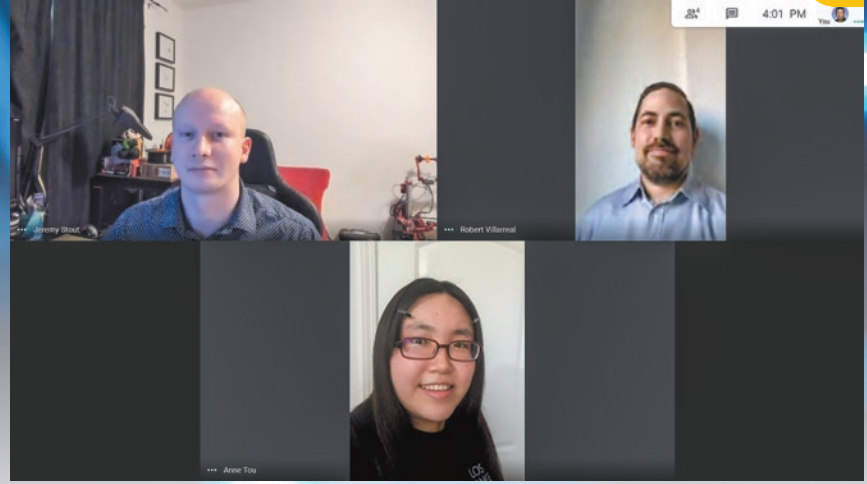
ALIVE! FEATURE

TEAM 4



Top, from left: Eduardo Magos, Alan Tran and Felix Zhang. Bottom: Jaylen Wimbish, Rick Tang and Sherri Teng.

TEAM 5



Top, from left: Jeremy Stout and Robert Villareal. Bottom: Anne Tou.

The *Alive!* Interview

– continued from page 12

remote accessibility for users to connect from home to the resources that they're used to accessing within the City – file servers, Websites on the Internet, things like that. The other big piece was an integration with an IDM project that was already under way. And it had to be fast tracked. So those are the two main components of the Connect2LACity system.

Alongside of that, we also created a web portal with resources not only on the Connect2LACity but also just general resources for users to work from home. We streamlined the installation process of the system and also designed the remote access process to not interrupt or disrupt the user. With a lot of the users having to go home, we didn't want to change too much of what they were used to. It wasn't just, "Here's a new system; learn to use it." We tried to customize a lot of the system processes so that it didn't really change too much in that aspect.

Tony Le: I always think of this phrase every time I think back about the success that we had for this system. It's "success comes to those who come prepared." Success is not by accident. A lot of work was done on the IDM [identity management/security] piece prior to March that basically provided enough features and functionality for the system to work. Without all this effort that was done in the past 18 months prior to telecommute, this system would not happen. I praise senior management for making this push of enhancing the current IDM system.

Joyce Edson: The Website was the resource for the City employees to be able to go to. Once they were home, they had to have something to hang on to, and Jayson was great about producing that. Not just technically, but also giving a lot of links to keeping people afloat emotionally.

Jayson Joseph: Thanks, Joyce. Our primary goal was to promote the tools that allowed workers to work from home, right. So we wanted to promote and advertise to employees a range of things – these are the steps you take, here are the instruction manuals, here are the tools, etc. To lead them through it. But we also wanted to expand on that. We wanted to make sure that the Website also includes resources for employees who were now suddenly working from home. We included things like online training manuals or online training classes, how best to use Google Apps like Docs or Meet, and how best to use your mobile phone. We also included things like mental health and entertainment resources, keeping in mind that suddenly there was a lot to take in, so we put in those things as well. Best practices to set up your home office. We wanted the Website to encompass all the things that a person might have to be dealing with to make sure that they're okay mentally and physically.

To give them the support they need to be a success.

Jayson Joseph: Indeed.

Nima Asgari: There was a lot of work done on the identity management platform before the pandemic hit, a lot of work done to sync all the user identities from all the different departments into the system. We were very fortunate that that was already in place when the pandemic hit, when we were asked to set up this telecommuting platform. We did have to do some additional work. We wanted to layer on some additional security since we have people using their personal devices, which we don't necessarily have full control over when it comes to security. There was extra work that got layered on.

Kevin Cheng: Part of the challenge was also having all of the users be bulk migrated into spe-

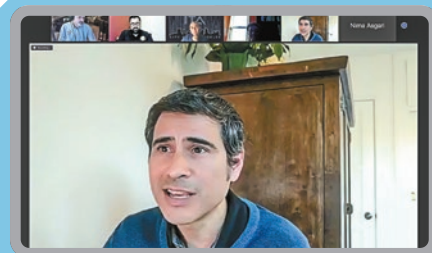
cific security groups. Originally we had to write a custom script to provision those users into those groups. The other thing is we wanted to separate the licensing separate from the application so that we wouldn't have overlap if we wanted to remove licenses in the future.

A Busy Two Weeks

What were those ten days to two weeks like? Did you get any sleep? You probably had families to take care of too during this crisis.

Nima Asgari: Most of our other projects that could be put on hold were put on hold. We were focused on doing the setup work for the system. We were working very closely too with our vendors, with meetings every day with them going through all the settings, making sure everything was set up correctly.

Ryan Norwall: I remember a lot of 10- to 14-hour days. From my area on the cybersecurity side we still had the daily operations while also working



Eduardo Magos, Information Systems Manager



Jayson Joseph, Information Systems Manager



Tony Le, Systems Programmer

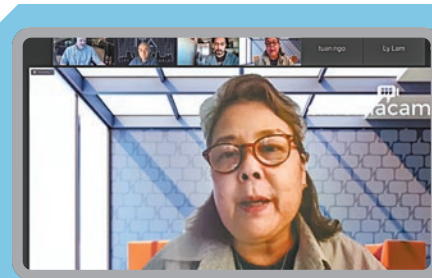
very quickly on the solution, conference calls on the weekend, things like that. By April, we had about 12,000 users in less than a month's time, so definitely a lot of hard work. I remember calls with Tony on the IDM side on his day off and dragging him back into the office. A lot of long days.

What unexpected issues did you run into during that time?

Ryan Norwall: Issues with user training and adoption were the biggest expectation we had – getting users familiar with the system. Many City employees are nontechnical. By customizing the solution and adding training material to the website, we tried to take that into account and I think that was the biggest challenge we ran into. Within the first two weeks our Help Desk had something like eight times the amount of calls that they were used to on a daily basis.

Wow.

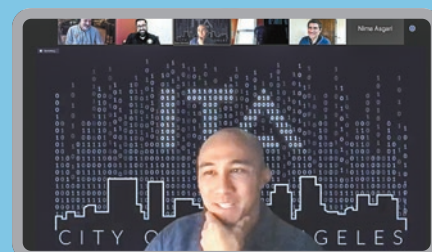
Ryan Norwall: Another unexpected issue that we didn't really take into account was that we weren't the only ones doing teleworking at the time. That caused a lot of load on some of the service providers that we're using, from Google to Internet service providers and things like that. So when we had users calling in with performance issues, we found that a lot of it was due to Internet service providers in people's home neighborhoods that could not deal with the Internet traffic of all the users now working from home.



Joyce Edson, Executive Officer/Assistant General Manager



City COO Robert Larios



Ryan Norwall, Information Systems Manager

Eduardo Magos: The user support the team offered was tremendous. A lot of staff needed to be pulled together who did not typically work in the IDM area or security areas. We had to quickly build a team that was much larger than what we normally need to support this huge influx of identity management questions and getting everyone set up. Tony was one of the people who was lead, and he had these conference rooms and different floors of City Hall with people who were programmers from my team for example, being given a crash course in how to handle the user support. These team members were the last ones to leave City Hall before the shelter at home orders came through. Many other City workers were already at home. It was like coordinated chaos if you will.

Those war rooms were on multiple floors. I know Tony got a lot of exercise going up and down the stairwells making sure people were taken care of.

Tony Le: Right. I used to get a lot of exercise walking up and down the stairs. The last two weeks prior to safer at home, I didn't need to exercise because I was just running up and down the stairs.

Ryan Norwall: I want to mention that the team on this interview represents a larger team. There were members across all different areas of ITA, even the nontechnical areas, that helped out with things like the QA for the documentation.

Tuan Ngo: First off, I want to say that I'm really proud to be a part of this Tiger Team. With the timeframe that we had, the most challenging thing that we saw was how do we get our clients from home to get access to these systems remotely. Knowing that they would be working on their personal devices, we had to simplify things. The best solution was to develop the best user manual, the best user guide so that it's simplified and easy for them to get access. This team is technical, but in the user guide we had to break it down to be more user friendly. The technical staff got together and wrote instructions for Windows, for Mac, for Android, for iOS devices, you name it. The instructions were reviewed by our Admin Service staff to see if they could actually follow them or if there was a way to revise them to make them more user friendly. Once the instructions were good to go, we uploaded them to Jayson Joseph's Website.

Joyce Edson: For Tuan and Ly and the Desktop Group, they not only had to work with our users to get them remote and connected, they worked with ITA staff too. They were getting hit from both sides. They did a great job.

Tuan Ngo: Thank you, Joyce. We worked during the day and then, at night, I'd read the user manual to make sure it was okay, and then follow up on it the next day.

Ly Lam: It was very hectic for the first two weeks. We got the daily tickets coming in and then we got all the tickets coming in from Connect2LACity.org. My team and others were trying to say, "We need to find a way to explain to them an easier way how to access and differentiate between their home PC and the work PC that they're trying to access to. We had 11-hour Google Meets.

Eleven months in, how is the system holding up?

Ryan Norwall: The system is working great. Since those first few weeks, when things were kind of crazy and we had all those ISP problems and things like that, we have not had a major issue that I can recall. The system is actually a really exciting piece of technology as well. It's really customizable, so there are a lot of different things that we can do. It's not the traditional VPN solution where it puts a user on the network; it kind of brokers from your home connection to whatever City resource you have. It's not like an all-or-nothing type of platform, but granular access to certain things.

Daily we have about 6,000 users using the system on average. That number may seem a little low, but for things like accessing your City email, you don't need to go through the system, so we don't really see that in terms of traffic. We have about 18,000 at any time that could access it in terms of accounts ready to go, so that's where we are. And it's still easily scalable. If there comes a time when we need to grow that number even more, we don't have to rebuild the system. We can just scale up at any moment's notice.

Related Success

Very good. Let's talk about success stories. Anything that strikes you as memorable?

Ryan Norwall: So one thing that comes to mind relates to Executive Order 29.

Joyce Edson: ED29 is basically contactless government. So the understanding is that COVID is a long-term issue. Even as we're getting

READ MORE
Alive! Interview on the web:
alive.employeesclub.com

Retired Los Angeles City Employees, Inc.

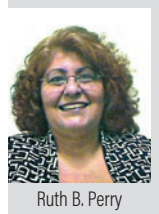


RLACEI

For Retired Club Members

CONTACT INFORMATION

Retired Los Angeles City Employees, Inc. (RLACEI)
 Ruth B. Perry, President
 Terminal Annex
 P.O. Box 86264
 Los Angeles, CA 90086
 PHONE: (800) 678-4145, ext. 717
 EMAIL: Ruth.Perry@RLACEI.org
 ON THE WEB: www.RLACEI.org



2021 Executive Board of Directors

Ruth B. Perry, *President*

Beverly J. Clark, *First Vice President*

Loucin (Lucy) Artinian, *Treasurer*

Verkin (Vicki) Keoseian, *Secretary*

RLACEI DIRECTORS
Dial (800) 678-4145 plus extension

Loucin (Lucy) Artinian, <i>Treasurer</i>	Ext. 718
Beverly J. Clark, <i>Publicity Director</i>	Ext. 716
Harold Danowitz	Ext. 707
Dennis Harding, <i>Entertainment Director</i>	Ext. 704
Verkin (Vicki) Keoseian	Ext. 719
Tom Moutes, <i>Health & Legislative Director</i>	Ext. 710
Ruth B. Perry, <i>Membership Director</i>	Ext. 717

RLACEI RETIREE HELPLINE:
(800) 678-4145, Ext. 0

For retirement assistance, call the Retiree Hotline and leave a message. A Director of RLACEI will return your call and assist you with your concerns.

RLACEI WEBSITE
 Visit the RLACEI website www.RLACEI.org to find the latest retirement news. Call (800) 678-4145 Ext. 0 to make suggestions.
 EMAIL: Contact@RLACEI.org

MAILING ADDRESS:
 Retired Los Angeles City Employees Inc.
 Terminal Annex
 P.O. Box 86264
 Los Angeles, CA 90086

Change of Address?
 Please notify Ruth B. Perry, Membership Chair, at (800) 678-4145 ext. 717 or Ruth.Perry@RLACEI.org for a change of address or to add or change your email address. Also notify LACERS, ACEBSA, LAPCU, and LAFUCU as applicable.

Send in your Interesting



News Contributions!

Contact: **Beverly J. Clark**, Publicity Director
 Email: Beverly.Clark@RLACEI.org or
 Phone: (800) 678-4145 ext 716

2021 RETIREE EVENTS

May 6 Annual membership meeting and picnic
*Friendship Auditorium
 2501 Riverside Dr., Los Angeles*

June 10 Annual Tom Stemnock Memorial Golf Tournament
*Alhambra Golf Course
 630 S. Almanson St., Alhambra*

Aug. 5 Annual Picnic
Location to be announced

RESERVATION LINE:
 RLACEI: (800) 678-4145, Ext. 701

RETIREES UPDATE

Retiree Healthcare Is City Council Target

by Tom Moutes, RLACEI Legislative Director



Tom Moutes

A Council motion presented by Bob Blumenfeld and Paul Krekorian and seconded by Paul Koretz could harm your Retiree health benefits. That motion (Council file number 20-1606) aims to reduce the City’s healthcare costs for “current employees and retirees, especially those retirees who are not yet eligible for Medicare.”

RLACEI is strongly opposed to any significant changes to the Retiree healthcare benefits provided by LACERS. RLACEI President Ruth Perry gave public comments to the Council’s Personnel, Audits, and Animal Welfare (PAAW) Committee expressing the following rationale in opposing benefit changes:

- Pursuant to LACERS most recent actuarial valuation, its Retiree health benefits are exceptionally well funded at 85.6 percent. This funding level is virtually unparalleled in any jurisdiction in the country.
- LACERS already works diligently every year to help ensure the best possible pricing for the healthcare plans it makes available to its Retired members. These annual efforts include, but are not limited to:
 - Considering whether to go out to bid on the contracts and actually going out to bid every time it is deemed to be prudent.
 - Requiring its healthcare providers to give LACERS and its consultant voluminous data (not member identified) regarding the usage its members make and do not make of the plans.
 - In conjunction with its healthcare consultant, LACERS makes use of that data to help keep its rates low and to help ensure its members are using the benefits appropriately. Through this process, LACERS has been able to keep healthcare increases well below the actuarially assumed increases.
 - LACERS also uses the data from the healthcare providers to provide areas of focus for its LACERS Well program. Through this program, LACERS helps its Retirees live healthy retirements, including incentivizing specific preventive healthcare. LACERS was the first public institution to make such data-driven use of its Retiree healthcare program.

During a global pandemic, this is an especially terrible time to discuss healthcare reductions and/or increased co-pays, deductibles, and other costs for the women and men who served the City well during their careers. Some of our oldest and most vulnerable Retirees are the ones who can least afford such changes, and the ones who would be most adversely impacted by provider and doctor changes.

Despite RLACEI’s public comments, the PAAW Committee passed the motion without any discussion or debate. As of the writing of this article, this motion could be significantly harmful. The motion will be heard at the next Budget and Finance Committee meeting, then will likely be forwarded for City Council consideration.

RLACEI will continue to fight this benefit-reducing motion. We encourage you to aid in that fight by staying aware of threats to our benefits (up-to-date information is available on the RLACEI Facebook page), contacting the City Council offices, and making public comment at committees. Through our collective efforts, we can protect our promised benefits that we all worked hard to earn! ■

LACERS BOARD UPDATE

LACERS Reviewing Its Asset Allocations

by Michael R. Wilkinson, LACERS Commissioner



Michael R. Wilkinson

As a long-term investor, LACERS invests the assets of the portfolio to pay the long-term benefits earned and owed to its active and Retiree members and beneficiaries.

To reach its investment goals, LACERS takes a strategic approach to asset allocation. That means that the Board chooses an optimized mix of stocks, bonds, real estate and private equity to earn the attractive long-term risk-adjusted investment returns necessary to fund the plan.

Why doesn’t LACERS just pick a few great investments and put all our money there? Unfortunately, there is no all-weather investment that is good all the time. In some years, U.S. stocks perform spectacularly while international stocks sink, while in other years the reverse happens.

In some years, the returns favor stocks in emerging markets (small countries), while in other years stocks in developed markets (large countries) will outperform. In other years bonds will do better than stocks. There is no reliable predictor of market behavior.

So why can’t we just figure out the trends and move our investments from one investment class to another and invest only in the winners while we just sell the losers before they go down? This is the concept of market timing. Timing the market sounds great in theory, but the reality is that market forces are unpredictable and punish investors who think they can see the future.

Legendary investors such as John Bogle of Vanguard and Warren Buffet have shown that market timing does not work over the long term.

What does work is creating a diversified mix of uncorrelated investments. That means that all of the investments do not go up or down at the same time. This use of diversified investments provides the best opportunity for solid long-term gains without putting “all our eggs in one basket.”

The LACERS Board is now considering the input of our investment consultant and investment staff to consider various alternatives to the investment mix. This will provide the Board an opportunity to make any changes designed to better achieve returns needed to fund our retirement and health benefits without taking an unreasonable amount of risk. ■

A Word on COVID-19

“In tough times, the best way to overcome hardship is to lean on all of your loved ones, but the novel coronavirus pandemic has made that quite impossible to do. Some may be quarantining in homes and apartments all alone, away from family members, friends, or colleagues or classmates. And, social distancing efforts means you probably won’t be able to do all the things you normally do together. Regardless of how many people you live with or how many times you’ve been able to safely see loved ones, the quarantine lifestyle that’s necessary to keep COVID-19 at bay is far from easy.” – **Zee Krstic, June 2020**

As of this writing, some restrictions have been lifted by California Gov. Gavin Newsom for many businesses. We encourage everyone to continue to stay vigilant in being safe, healthy and wear a mask (or two). We hope that these small strides will help move us slowly back to how life was before COVID-19!

Stay safe, stay healthy and stay well both physically and mentally. ■



RLACEI 2021 Annual Meeting and Picnic

*Open to all Retired Los Angeles
City Employees, Inc. members!*

Thursday, May 6, 2021
11:30 a.m. to 12:30 p.m.

Limit 100 Attendees



Friendship Auditorium
3201 Riverside Drive
Los Angeles, CA 90027



- RSVP to (800) 678-4145 Ext.701 -
RSVP no later than April 23, 2021.

RLACEI member plus one (1) guest at no cost. No additional guests allowed due to attendance limitations and social distancing requirements. Event subject to cancellation without notice due to COVID-19 restrictions.



Annual Membership Meeting Now May 6

The RLACEI annual general membership meeting and holiday party, which is normally held in December, has been “tentatively” rescheduled to May 6 and will be held at the Friendship Auditorium. See flyer for details. Call and reserve your spot now. The installation of Board Directors will take place at that time. ■

Become an RLACEI Director!



**Get Involved.
Stay Active.
Stay Connected.
Make a Difference.**

Contact Dennis Harding at
(800) 678-4145 ext. 706, or
Dennis.Harding@RLACEI.org. ■



Become an RLACEI Member

Retired Los Angeles City Employees, Inc. (RLACEI) is dedicated to advocating for retiree interests. We are over 6,500 strong! Members enjoy all RLACEI events such as the golf tournament, member’s picnic, and holiday party. RLACEI membership includes FREE membership in the Employees Club of California with access to all Club group benefits (insurance, discounts, etc.).

FREE membership through the end of June 2021 for those retiring January 1 through May 31, 2021!

Call (800) 678-4145 x717, or visit our website at RLACEI.ORG and join today!



Facebook Giveaway

February Winners

Have you joined RLACEI or followed the RLACEI Facebook page? Why not? You could win a prize!

Here are the winners from February. See the ad in this section for more information.

New RLACEI Members

- Mark Blunk
- Steve Giang
- Lisa Smock
- Elizabeth Torres

Facebook Followers

- | | |
|-------------------|-------------------|
| Leo Brown | Monica Lara |
| Linda Cryer | Debbie Marzett |
| Madelen Davis | Guy Painter |
| Theresa Dixon | Debby Rolland |
| Nancy Hammoudian | Corazon Soriano |
| Lydia Hollins | Elizabeth Torres |
| Virginia Houghton | Lori Thorsteinson |
| Jim Iwaki | Sandra Wys |

Sign Up!

YOU COULD WIN A PRIZE



Connect to RLACEI on our Facebook page!

TO ENTER:

RLACEI Members:
Follow us on Facebook

Other City Retirees:
Like us on Facebook and join RLACEI

PRIZES TO FIRST 150!

FIRST 50 WIN

Target \$25 gift card

51-100 WIN

\$5 gift card
(See's or Starbucks)

101-150 WIN

RLACEI reusable cloth bag



Find us: Log on to Facebook, then search for RLACEI

Join at: RLACEI.org
(must be Retired City employee)



We can print your name or logo on anything, including:

- Face Masks
- Hand Sanitizers
- Pens and Pencils
- Coffee Mugs
- T-Shirts
- Baseball Caps
- Key Tags
- ...and more!

ROSEBUD Marketing Group (800) 426-0174
 rosebud@getpromos.com
www.RosebudMarketing.com

DWP

Retirement in Motion



John Otoshi, Retired, DWP, writes to update readers about his post-retirement life. He retired last year.

“My first post-retirement trip was to San Luis Obispo with my wife,” he writes. “Here we are riding the bike trail to Avila Beach.

“In retirement, I have been swimming, biking, biking, and a lot of walking for exercise.”

That’s the way to do it, John! Keep active. ■

Here are John Otoshi, Retired, DWP, and his wife near Avila Beach.

LAFD, LAPD

St. Baldrick’s Goes Online



Annual fundraiser fighting childhood cancers adds virtual tool for giving.

St. Baldrick’s head-shaving parties – a significant national charitable event for the LAFD and LAPD – have gone virtual for 2021. In normal times, St. Baldrick’s invites people to have their heads shaved bald, and to raise sponsors for their endeavor. The event raises funds nationally to fight childhood cancers.

Three virtual head-shave parties have been scheduled for March 14 and 28, and April 11, to encourage giving. The parties will be hosted by nationally known motivational speaking duo Matt Matkovich and Phil Januszewski from M&P Presentations LLC. Educators by day, motivational speakers by night, you’ll love the energy and excitement they’ll bring to your head-shaving experience.



To register: stbaldricks.org/get-involved

Local organizers say they have raised more than \$1 million over the previous 17 years. The local event is part of the nationwide St. Baldrick’s Foundation.

The Club has been an official sponsor the past 17 years.

For further information on local interest, please contact:



Lt. Greg Doyle at (818) 634-6127; or

Firefighter Danny Wu, Club Board Member, at (626) 590-6240

St. Baldrick's Virtual Head-Shave Parties!
 Hosted by Matt and Phil from M&P Presentations LLC

Sunday, March 14
 Sunday, March 28
 Sunday, April 11
 10am PT | 1pm ET

Fundraise and shave to **#ConquerKidsCancer**

The Club and Aflac Have Joined Forces to Bring You More Options and Better Service!



Coverage for the life you love.

The Employees Club of California proudly offers the convenience of payroll deduction for Aflac policies for Los Angeles City Employees.

Aflac can help protect your vacations, your yoga lessons, and even your date nights. Basically, the things you love in life.

Aflac helps pay what major medical doesn't. For more information about applying, plan benefits, and questions about an existing Aflac policy, contact an Aflac insurance agent.



Get your benefits enrollment questions answered, directly from an Aflac insurance agent today.

The Employees Club of California is a membership program of LACEA Insurance Services, Inc. (CA DOI Lic. #0B98000). LACEA Insurance Services, Inc. is a licensed insurance agency offering insurance benefits to qualified Club members provided by various insurance companies. LACEA Insurance Services, Inc. does not offer any Aflac insurance product and is not directly affiliated with Aflac.

DTLA BENEFITS
california@dtlabenefits.com
 Direct (213) 625-7375
 CA DOI License #0E200040



CLUB ANGELS

ABOUT JOANNIE MUKAI

Joannie Mukai was a pioneer as the LA Port's Director of Construction and Maintenance. A passionate supporter in the Employees Club and longtime Club Insurance Board Member, she died in March 2010. The Club's annual scholarship program was named in her honor. "She believed in education and training, and in preparing for success," Club CEO John Hawkins said. "That's what the Club Scholarship is all about, and we're delighted to name it after her. It's a perfect way to keep her memory alive."



ELIGIBILITY REQUIREMENTS:

- All Club Members and their spouses, and children of Club Members under the age of 25, are eligible to apply. Club Members must be in good standing.
- The successful candidate must attend an accredited college, university, or trade school full time in the fall 2021 semester. Current high school seniors matriculating to a four-year school in fall 2021 are eligible. **If the school of your choice expects to remain closed until January 2022 because of the coronavirus pandemic, you still could be eligible for Club Scholarship consideration.**
- Candidates will be judged for academic excellence, community service and financial need.
- Scholarships are expected to be awarded in equal amounts of \$500 (each).
- **Deadline:** Applications must be completed online at the *Alive!* Website and submitted electronically by 11:59 p.m. June 30, 2021. All applications must be completed in their entirety and submitted at that time to be eligible. Sorry, but the Club is not responsible for delays in delivery.
- Decisions will be made by Club personnel and will be considered final.
- Incomplete applications will not be accepted.

Apply for the Club's Mukai Scholarship

Revised application now available. Deadline is 11:59 p.m., June 30, 2021.



The 2021 Mukai Club Scholarship Program, which expects to grant 20 awards, is now accepting applications. The Club expects to give each recipient a stipend of \$500.

The Joannie Mukai Club Scholarship program is part of the Club Angels outreach, which reflects the scholarships' nature of giving back.

"The scholarship program is about honoring achievement and excellence in our Club Members and their families," said Club CEO John Hawkins. "It's one of the most important ways we celebrate the work and lives of municipal employees every year."

Member Joannie Mukai, has revised its application process to add a simple, preliminary eligibility check to make sure candidates are eligible. Once candidates have been cleared as eligible, they will be directed to continue the formal application process.

Those eligible include Club Members, their spouses and their children who are in college or will be attending an accredited college or university in Fall 2021.

Apply Today
on the *Alive!* Website:
alive.employeesclub.com/scholarship
DEADLINE
11:59 p.m.,
June 30, 2021

COVID-19

If you've been accepted at a four-year university for this fall, but the school has decided to remain closed until January 2022 because of the coronavirus pandemic, that's okay. You still could be eligible for the Club Scholarship.

Deadline

All materials must be completed on the *Alive!* Website and submitted electronically by 11:59 p.m. June 30, 2021.

Preliminary Eligibility Check

The scholarship program, named after the late Club Board

Send questions to the Club Scholarship Committee:
scholarship@employeesclub.com
or call: (213) 873-1843

Ryan Facio, a previous scholarship recipient, and the son of Brian Podolsky, Retired, Transportation, City of Los Angeles.



Larios in the Digital City

BY ROBERT LARIOS, CHIEF OPERATING OFFICER

Club COO Robert Larios continues honoring retiring Club Members by presenting the Club's coveted retiree plaque digitally, because of the coronavirus pandemic.



Natalie Ricks,
LADWP, Retired after
39 years of City service.



Lance T. Holcombe,
DWP, Retired after
34 years of City service.



Salvador R. Torres,
Public Works,
Street Services,
Retired after
40 years of
City service.

Larios in the City is also available on the *Alive!* website for viewing and sharing:
alive.employeesclub.com/lariosinthecity



CLUB SPORTS

News from Sports Leagues sponsored by the Employees Club of California

We'll Be Back!

Missing Club Sports? So are we! We'll be back when masking up, putting on the gloves, flattening the curve and being safe at home are about softball, not battling the pandemic!

Seriously, though ... Club Members have written the Sports Dude (also known as Club COO Robert Larios) asking if there will still be a Club Sports League when the City opens up again.

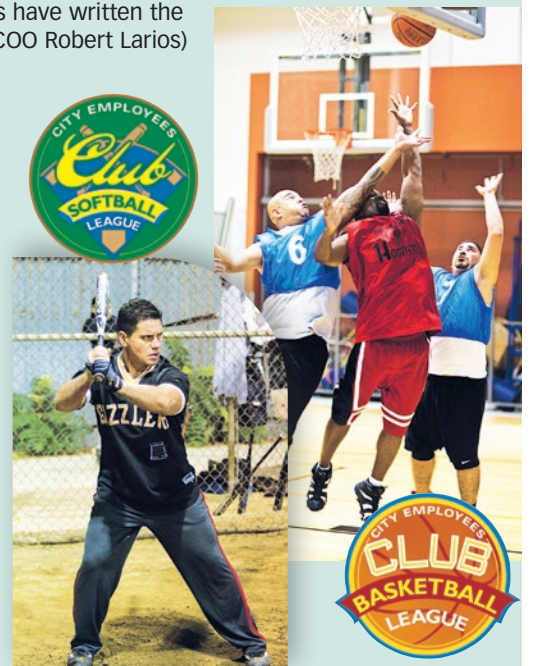
Yes indeed! We love celebrating your lives, and Club Sports is a great way to do that.

We expect Club Sports to resume when the City Rec Centers could be reopened.

So for now, sit tight. Essential workers, keep doing your thing, and others, please stay safe with your family at home.

Until then, enjoy some softball and basketball photos from previous years.

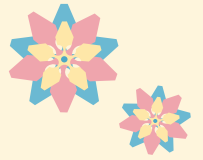
See you again when all this clears!



f SOFTBALL PHOTOS ON FACEBOOK!
The Club has hundreds of great action shots from this season and last on our Facebook page, and a season video on the Club's YouTube channel. Enjoy!



Life's Important Moments



Share Your Life's Moments

Share your news... and send in a photo! Have you gotten married? Had a baby? Graduated? Is a family member in the military? Send in a photo and a paragraph, telling us the details. We love to share your good news.

Submit digital photos and text online:

(as high a resolution as you can send)

alive.employeesclub.com/lifemoments



- Graduations
- Military Service
- Special Achievements
- Weddings
- Births



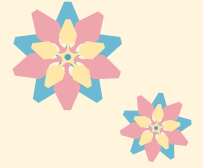
Retirements

Here's a listing of all those who retired from the City this month. To all we say, welcome to the Best Years!

NAME	TITLE	DEPT.	YEARS	NAME	TITLE	DEPT.	YEARS	NAME	TITLE	DEPT.	YEARS
Acosta, Alex G.	Building Maint. Supv.	General Services	26	Hernandez, Lordinio D.	Civil Eng. Assoc.	Public Works	30	Murata, Stephen Robert	Mech. Eng. Assoc.	Public Works	34
Agustin, Herminigil L.	City Planner	City Planning	33	Hernandez, Regina Cornejo	Director	Personnel	36	Nakanishi, Gladys Naomi	Sr. Systems Analyst	Public Works	34
Ahmed, Iftekhar	Sr. Civil Engineer	Public Works	29	Herrera, Sandra	Transp. Engineer	Transportation	32	Neff, Jonathan Ian	Database Architect	Econ./Workforce Dev.	32
Aisuan, Saturday	Sr. Workers Comp Analyst	Personnel	19	Hirata, Cynthia S.	Pr. Accountant	Rec and Parks	26	Nehme, Joseph E.	Elec. Eng. Assoc.	Public Works	34
Alavi, Ann Marie	Sr. Management Analyst	General Services	31	Honea, Joanne Marguerite	Polygraph Examiner	LAPD	15	Nelson, Karen Ann	Sr. Personnel Analyst	Personnel	34
Andalon, Mercedes G.	Sr. Management Analyst	Public Works	33	Hovasapian, Shant Krikor	St. Lighting Eng.	Public Works	24	Ortiz, Michael E.	Sr. Systems Analyst	LAPD	32
Anderson, Sally Sevilla	Sr. Personnel Analyst	LAPD	20	Hsieh, Thomas Wayne	Sr. Systems Analyst	LAPD	30	Nguyen, Phuongkha Kathy	Sr. Comm. Eng.	LAPD	28
Angami, Mielle Liong	Fiscal Systems Spec.	Housing	32	Huynh, Anthony T.	Sr. Systems Analyst	LAPD	31	Nguyen, Tri Minh	Sr. Comm. Eng.	LAPD	28
Antonio, Wilbert B.	Sr Tax Auditor	Finance	24	Ike, Isaac O.	Procurement Supv.	General Services	31	Nieto, Robert T.	Equip. Supt.	General Services	37
Antonio, Yolanda Molera	Pr. Accountant	Public Works	33	Jacobsen, Roberta K.	Sr. Management Analyst	Personnel	25	Nuno O Donnell, Elva Y.	City Planner	Planning	29
Apolonio, Bernardo Francisco	Fiscal Systems Spec.	Transportation	23	Jaramillo, Jose Raul	Lighting Cont./Maint. Sup.	Public Works	33	Ortiz, Ambrosio L.	Rehab. Project Coord.	Housing	44
Arora, Kuljeet S.	Sr. Systems Analyst	ITA	26	Kaddis, Safa E.	Sr. Housing Inspector	Housing	20	Ortiz, Michael E.	Gen Auto. Supv.	LAPD	24
Asuncion, Susan T.	Sr. Personnel Analyst	Personnel	23	Kanegawa, Brian K.	Civil Eng.	Public Works	33	Osborne, Dale Robert	Sr. Mgmt. Analyst	Aging	32
Atere Roberts, Sandra Rose	Sr. Management Analyst	Cultural Affairs	22	Kelley, Curtis L.	Risk Manager	CAO	17	Ostrander, David Kent	Const./Maint. Supv.	General Services	21
Avila, Florserfina Tolentino	Sr. Tax Auditor	Finance	21	Kelley, Evelyn F.	Sr. Management Analyst	Cultural Affairs	28	Ow, Miranda J.	Sr. Mgmt. Analyst	Transportation	31
Avunjian, Harry	Programmer/Analyst	ITA	18	Kelly, Randall L.	Supt. Operations	Rec and Parks	31	Park, Kil Soo	Systems Programmer	ITA	34
Azarmahan, Kamiar	Civil Engineer	Public Works	32	Kho, James K.	Civil Eng. Assoc.	Public Works	33	Parra, Victor J.	Civil Eng. Assoc.	Public Works	32
Azarnia, Esmat C.	Civil Engineer Assoc.	Public Works	33	Knapp, David A.	Power Const./Maint.	DWP	N/D	Payba, Jina M.	Systems Programmer	ITA	24
Baez, Jesus	Forensic Print Specialist	LAPD	20	Kolacinski, Brian L.	Signal Systems Supt.	Transportation	38	Perez, Andres	Elevator Repair Supv.	General Services	26
Bao, Hung	Street Lighting Assoc.	Public Works	31	Kowitz, Elliott	St. Ltg. Elec. Supv.	Public Works	37	Phan, Truc Minh	Systems Programmer	ITA	30
Barba, Julieta Almazora	Pr. Accountant	Finance	22	Krone, Martin Jay	Police Perform. Aud.	LAPD	15	Powell, Darrell H.	Legislative Analyst	Council	34
Barragan, Nicolas	St. Services Supt.	Public Works	30					Quitoriano, Pio Vincent	City Planner	Planning	31
Barrera, Adrian Jose	Pr. Construction Inspector	Public Works	30					Raad, Albert Sleiman	Programmer/Analyst	ITA	30
Barseghian, Nvard	Sr. Systems Analyst	Public Works	33					Ranade, Pradeep G.	Architectural Assoc.	Public Works	33
Bates Johnson, Deborah J.	Fiscal Systems Spec.	Finance	33					Rebuldele, Myrlin A.	Sr. Mgmt. Analyst	LAPD	31
Bauernfeind, Laura M.	Golf Manager	Rec and Parks	31					Reindel, Thomas Dale	Sr. Mgmt. Analyst	City Clerk	18
Behziz, Hormazdiar	Control Systems Engineer	Public Works	32					Reyes, Feliciano M.	Env. Eng. Assoc.	Public Works	19
Berberabe, Francisco A.	Sr. Environmental Eng.	Public Works	32					Reynolds, Benjamin Phillip	Pr. Workers Comp. Analyst	Personnel	24
Bhatia, Abhai S.	Control Systems Eng. Ass.	Public Works	17					Rhodes, David Anthony	Programmer/Analyst	ITA	30
Borja, Greg S.	Wastewater Coll. Worker	Public Works	18					Riley, Erin Lee	Criminalist	LAPD	9
Bregaudit, Cesar S.	Sr. Survey Supervisor	Public Works	31					Romero, Joseph Estrada	Programmer/Analyst	LAPD	18
Brown, Truman Toshiyo	Sr. Systems Analyst	Public Works	35					Rosenblatt, Eric H.	Dep. City Attorney	City Attorney	24
Bushman, Gary Robert	Special Investigator	LAPD	12					Ruelas, Paul Anthony	Risk Manager	CAO	18
Bustamante, Jorge Lazaro	Pr. Construction Inspector	Public Works	30					Sam, John Sai Hong	Transp. Eng.	Transportation	34
Cabeza, Debra Jean	Programmer/Analyst	ITA	30					Sandoghdar, Hamed	Transp. Engineer	Transportation	35
Carovski, Ljupco	Pr. Construction Insp.	Public Works	32					Santistevan, Mark D.	Survey Party Chief	Public Works	31
Carreon, Marcelino R.	Bldg. Maint. Dist. Supv.	General Services	39					Sapone, John	St. Svcs. Gen. Supt.	Public Works	35
Castillo, Marcelo Montilla	Pr. Accountant	LAPD	31					Sayo, Amelia L.	Sr. Mgmt. Analyst	LAPD	23
Castro, Anthony	Sr. Personnel Analyst	Personnel	30					Scott, John M.	Build. Const./Maint. Supt.	General Services	29
Catbagan, Samuel F.	Energy Distribution	DWP	N/D					Scott Stafford, Jessye R.	Sr Mgmt. Analyst	LAPD	36
Chadorchi, Massoud	Civil Eng. Assoc.	Public Works	38					Shelton-Frierson, Monica R.	Sr. Mgmt. Analyst	Public Works	35
Chang, Erick C.	Building Mech. Engr.	Public Works	31					Shinsato, Lisa T.	Finance Dev. Officer	Housing	35
Chang, Flora Y.	ITS	DWP	N/D					Smith, Lynda J.	City Planner	Planning	31
Charles, Cyril L.	Bld. Mech. Engr.	Public Works	33					Smith, May M.	Indust. Comm. Fin. Ofcr.	Econ./Workforce Dev.	18
Chauhan, Fazeel John	Systems Programmer	ITA	30					Soo Hoo, Terry	Programmer/Analyst	LAPD	21
Chowdhry, Khalid Hafeez	Transp. Eng. Assoc.	Transportation	35					Soong, Aldric J.	Sr. Mgmt. Analyst	LAPD	30
Chu, Richard Yi-Sin	Transp. Eng. Assoc.	Transportation	31					Stiner Jr, Larry J.	Customer Service	DWP	N/D
Chyn, Wenn	Sr. Construction Eng.	Engineering	30					Stuart Lewis, Judi A.	Sr. Systems Analyst	LAPD	30
Contreras, Jaime A.	Architect	Public Works	31					Suzukamo, Arnold	Sr. Systems Analyst	LAPD	31
Cousin, Faye E.	Emerg. Mgt. Coord.	Emergency Prep.	33					Tabirara, Vernon	Civil Eng.	Public Works	31
Cox, Chris L.	Pr. Const. Inspector	Public Works	31					Tagatac, Arthur F.	St. Ltg. Eng. Assoc.	Public Works	31
Cristales, Tobias Francisco	St. Services Sipt.	Public Works	30					Takata, Dave T.	Civil Eng.	Rec and Parks	31
Cross, Nathan	Sup. Criminalist	LAPD	20					Tam, Yalin C.	St. Svcs. Supt.	Public Works	33
D Andrea, Martha	Sup. Transp. Planner	Transportation	30					Tan, Kok Hee	Ethics Officer	City Ethics	29
Dagdagan, Carlito Silang	Pr. Accountant	Public Works	31					Tangonan, Jimmy G.	Civil Eng. Assoc.	Public Works	36
Dai, Ming	Database Architect	Planning	26					Tejadilla, Sergio	Community Hsg. Programs Mgr.	Housing	30
Danly, Laura	Curator, Griffith Obs.	Rec and Parks	13					Teng, Sherri Ho	Systems Programmer	ITA	34
Day, Larry Dean	Pr. Photographer	LAPD	36					Terukina, David P.	Sr. Systems Analyst	Planning	32
Del Rosario, Gerald E.	Geo. Info. Systems Supv.	Public Works	39					Thomas, Leslie A.	Community Arts Director	Cultural Affairs	25
Delkhaste, Jon	Sr. Civil Eng.	Public Works	35					Tisuthiwongse, Wisith	Sr. Mgmt. Analyst	Transportation	30
Devereaux, William Harold	Safety Eng.	Public Works	19					Toliffie, Drew	Sr. Mgmt. Analyst	General Services	31
Dienhart, Karen Ann	Systems Programmer	ITA	30					Tompkins, John Edward	Sr. Housing Inspector	Housing	21
Dizon, Nell	Sr. Mgmt. Analyst	Personnel	19					Torres, Jose Wilfredo	Sr. Forensic Print Spec.	LAPD	25
Duncan, Edgar	St. Svcs. Supt.	Public Works	34					Torres, Sherman R.	St. Svcs. Gen. Supt.	Public Works	33
Dunkle, Jeffrey S.	St. Lighting Supv.	Public Works	30					Tran, Ben	Programmer/Analyst	ITA	1
Echavarría, Luz M.	Supv. Transp. Planner	Transportation	33					Tran, Emily	Programmer/Analyst	ITA	32
Eligio, Orlando M.	Sr. Construction Insp.	Public Works	13					Trask, Daniel Michael	Sr. Mgmt. Analyst	LAPD	23
Estelle, Vicki D.	Sr Mgmt. Analyst	Public Works	31					Tres, Ricardo	Struct. Eng. Assoc.	Rec and Parks	30
Ezman, Adel	Sr. Comm. Engr.	ITA	29					Tyson, Timothy Daniel	St. Tree Supt.	Public Works	24
Eugenio, Edgardo P.	Criminalist	LAPD	31					Vega, Luz Alicia	Pr. Tax Compliance Ofcr.	Finance	31
Farfan, Devon Marie	Ch. Parking Enforce Op.	Transportation	34					Verin, Debra Ann	Sr. Personnel Analyst	Personnel	36
Feld, Robert G.	Sr. Management Analyst	Rec and Parks	23					Villegas, Jane Ameline	Criminalist	LAPD	31
Fermin, Caesar Natividad	Pr. Accountant	Controller's Office	33					Vitkiewicz, Michael John	Sr. Mgmt. Analyst	El Pueblo Hist. Mon.	33
Fernandez, Elia E.	Sr. Management Analyst	LAPD	32					Walker, Cheryl D.	Fiscal Systems Spec.	Econ./Workforce Dev.	31
Ferris, John Markoe	Equipment Sup.	General Services	31					Walworth, Stephen J.	Sr. Chemist	General Services	34
Firoozmand, Khalil Ken	Transp. Engr.	Transportation	31					Wang, Paul T.	Sr. Mgmt. Analyst	Housing	39
Flores, Candelario A.	Sr. Const. Engr.	Public Works	32					Wang, Paul T.	Water Executive	DWP	N/D
Gaetos, Benjamin Abat	Architect	Rec and Parks	29					Weisburd, Gennady	Systems Programmer	ITA	20
Galindo, Elvin H.	Ch. St. Svcs. Invest.	Public Works	32					Williams, Yolanda E.	Sr. Workers Comp Analyst	Personnel	40
Gannon, Charles F.	Sr. Const. Inspect.	Public Works	13					Wong, Marilyn L.	Sr. Systems Analyst	LAPD	37
Garawi, Salem	Civil Eng.	Public Works	34					Woo, Sam C.	Trans. Eng. Assoc.	Transportation	32
Garcia, Anthony	Sr. Const. Inspector	Public Works	29					Wood, Charles Jacob	Sr. Mgmt. Analyst	Aging	34
Gharibian, Vigen	Structural Eng.	Public Works	34					Wren, Lily Wu	Sr. Systems Analyst	LAPD	30
Gomez, Michael	Sr. Systems Analyst	Aging	22					Wu, Hao Jen Jim	Structural Eng.	Public Works	36
Gomez, Rene	Sr. Management Analyst	LAPD	32					Yamamoto, Kirk H.	Sr Systems Analyst	LAPD	33
Green, Billie J.	Council Aide	Council	15					Yamamoto, Mary Ann Garcia	Sr. Mgmt. Analyst	LAPD	35
Greene, David M.	Pr. Inspector	Housing	35					Yang, Meiling	Sr. Mgmt. Analyst	Public Works	30
Gregerson, Michael C.	Sr. Housing Inspector	Housing	23					Young, Paul D.	Architect	Public Works	31
Harada, Richard Sakae	Fiscal Systems Spec.	Transportation	27					Zetsche, Stephen C.	Sr. Mgmt. Analyst	LAPD	26
Harper Paris, Cece Cheri	Sr. Personnel Analyst	LAPD	28					Zikry, Sameh Naguib	Database Architect	LAPD	31
Hayakawa, Leticia Cortez	Sr. Systems Analyst	LAPD	31					Zou, Xiaochun	Programmer/Analyst	ITA	35
Hendrix, Veronica Ann	Emergency Mgt. Coord.	Emerg. Prep.	27								
Hernandez, Amelia P.	Finance Dev. Officer	Housing	24								



N/D = not disclosed



Life's Important Moments

In Memoriam

Our thoughts and condolences are with the family and friends of the following current and retired City employees who have passed away.

DEPARTMENT	YEARS OF SERVICE	DEPARTMENT	YEARS OF SERVICE	DEPARTMENT	YEARS OF SERVICE	DEPARTMENT	YEARS OF SERVICE	
ACTIVE								
Aguayo Jr. Jose	DWP	27	Beaudoin, Delbert	DWP	32	Johnson, Gloria T.	City Attorney	36
Angeles, Val C.	Animal Services	24	Besant, Robert	DWP	21	Kohn, Lenora	Housing	34
Arevalo, Adolfo H.	Airports	17	Blocksage, Stephen	DWP	25	LaBonge, Thomas J.	City Council	39
Argueta Diaz, Jose D.	Gen. Services	23	Brock, Samuel H.	DWP	33	Larini, Hector	DWP	35
Carmody, James I.	Gen. Services	4	Brown, Lura	DWP	32	Lee, William B.	Rec and Parks	29
Chavez, Manual J.	DWP	37	Bstandig, Paul J.	Public Works	17	Leonhard, Beryl G.	N/D	N/D
Colmenares, Roberto I.	Gen. Services	32	Buchanan, Delores E.	City Attorney	29	Leroy, Betty M.	N/D	N/D
Cox, Angela	Airports	23	Caldwell, Jesse E.	DWP	27	Liddell, Mag N.	Gen. Services	27
Crisanto Leon, Francisco	Airport	12	Cheng, Hwa Cheung	Public Works	15	Lill, Kuno	DWP	38
Ferguson, Teofila	Rec and Parks	17	Coil, Joyce M.	Airports	24	Linz, Max W.	DWP	15
Gautier, Gina Marie	LAPD	26	Cooper, Maxwell D.	DWP	30	Lui, Elton G.	N/D	N/D
Gee, Jane T.	DWP	40	Cruz, Vilma Eduardo	Airports	17	Mackay, John A.	N/D	N/D
Golem, Adam	Public Works	9	Daniels, Ruth	N/D	N/D	Mackin, Harry	DWP	23
Gomez, Francisco J.	Rec and Parks	26	Davison, Claude	N/D	N/D	Maidan, John	DWP	28
Gomez Jr., Gregorio	DWP	4	Delgado, George A.	DWP	39	Manalang, Eva R.	Controller's Office	31
Gonzalez, Cesar A.	Gen. Services	18	Diamond, Doris E.	DWP	26	Matarrese, Patsy J.	N/D	N/D
Guerrero, Raymond L.	LAPD	24	Ervin, Janice M.	DWP	38	McCammon, Geraldine	Library	10
Hayden, Richard D.	DWP	30	Everett Jr., Samuel	DWP	23	Mendia, Javier	Gen. Services	24
Horta, Jose G.	Rec and Parks	19	Finneran, John T.	Gen. Services	20	Miranda, Gaspar	Rec and Parks	15
Kim, Esther	LAFD	19	Flake, Anthony R.	Airports	10	Mitchell, Michael A.	DWP	21
Kuhn, Michael R.	Bldg. & Safety	27	Flores, Joan M.	N/D	N/D	Miyamura, Frank K.	Transportation	14
Macias, Francisco	Rec and Parks	34	Floyd, Amber Fay	City Clerk	22	Muro, Jack Y.	N/D	N/D
Miller, Gilbert L.	DWP	14	Freed, William	N/D	N/D	Murphy, Barbara J.	N/D	N/D
Rios, Lionel	Public Works	5	Freehling, Allen I.	City Council	7	Musherraf, Sayed	Public Works	25
Tasker, Clarence F.	Airports	17	Gabaldon, Jaime	DWP	27	Nakanouchi, Hiroshi	DWP	25
Tavera, Eduardo P.	Rec and Parks	18	Gabbard, John P.	DWP	10	Narhuminti, Joseph	ITA	22
Tsubaki Jr., Bayard S.	DWP	39	Gonzalez, Ben Cruz	Public Works	36	Naulls, Diane M.	Econ./Workforce Dev.	36
Young, Roosevelt	Rec and Parks	145	Green, Frederick M.	N/D	N/D	Ng, William W.	Public Works	26
			Greenawalt, Robert O.	N/D	N/D	Norfleet, Donald L.	Public Works	34
			Greene, Frederick M.	N/D	N/D	Nozawa, Toshiaki	N/D	N/D
			Guerra, Robert V.	DWP	36	Nye, Sam B.	N/D	N/D
			Guillory, Mary L.	N/D	N/D	Oliva, Richard	Rec and Parks	10
			Gutierrez, Carmen M.	Transportation	10	Parrett, Gerald H.	DWP	34
			Hovious, Richard L.	N/D	N/D	Patterson, Julian	DWP	30
			Isbell, Norman P.	N/D	N/D	Perez, David J.	N/D	N/D
			Izumigawa, James S.	Public Works	19	Peterson, Harley G.	Rec and Parks	33
			Jefferson, Louis C.	N/D	N/D	Picazo, Claude	Rec and Parks	33
			Jobe, Faith W.	DWP	14	Pratt, Kenneth E.	N/D	N/D
			Johnson, Gary L.	Public Works	40	Ramirez, Alicia	Rec and Parks	36
						Ramirez, Eugene W.	Public Works	30
						Ramirez, Robert R.	DWP	32
						Ramos, Frank	Convention Center	8
						Reeser, Earl D.	N/D	N/D
						Reyes, Angelito R.	DWP	36
						Ritchey, Iola F.	DWP	30
						Rivera, Paula C.	N/D	N/D
						Robinson, Kenneth R.	Public Works	30
						Rodriguez, Victor T.	N/D	N/D
						Roman, Milton B.	Convention Center	25
						Rosenberg, Melvin	N/D	N/D
						Rubin, Michael A.	DWP	26
						Rush, David C.	Public Works	42
						Salcapaga, Josephine	DWP	31
						Sato, Paul S.	DWP	28
						Simon, Leroy L.	DWP	26
						Schultz, Earl	N/D	N/D
						Sherrod, Darryl L.	Gen. Services	33
						Shiroma, Susumu	N/D	N/D
						Sillman, Martha S.	Personnel	23
						Smith, John J.	DWP	26
						Smith, Larrance L.	N/D	N/D
						Smith, Thera C.	City Attorney	31
						Soule, Judith L.	DWP	29
						Taylor, Evelyn	N/D	N/D
						Taylor, Jose G.	N/D	N/D
						Tejada, Mary	DWP	25
						Tigue, Lawrence E.	Transportation	30
						Trani, Bernadette	Library	32
						Tugonon, Mauricio R.	Public Works	11
						Valenzuela, Edward A.	Gen. Services	27
						Villescas, Arthur R.	N/D	N/D
						Watson, Pierce	DWP	18
						Williams, Daun N.	N/D	N/D
						Williams, Richard J.	Airports	21
						Williams, Robert	N/D	N/D
						Yamanaka, Roy M.	N/D	N/D
						Youssef, Zuhdy Z.	Personnel	29

N/D = not disclosed



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Mica Flores, 4

BIRTHDAY: Aug. 10 • BEST FRIEND: Bugsy • FAVORITE SNACKS: Pocky • FAVORITE TV SHOW: "Gabby's Dollhouse" • WHAT I WOULD BUY WITH THE \$50 AMAZON GIFT CARD: A desk to do schoolwork from home like Mommy. • PARENT: Leriza Flores, DWP



Brooklyn Karkenny, 7

BIRTHDAY: Aug. 1 • WHAT I WOULD BUY WITH THE \$50 AMAZON GIFT CARD: A purple gaming headset to look like my brother! PARENT: Carol Karkenny, Retiree



Laila Zacarias, 10

BIRTHDAY: Apr. 9 • BEST FRIEND: Bianca • FAVORITE SNACKS: Crackers FAVORITE TV SHOW: "Full House" • WHAT I WOULD BUY WITH THE \$50 AMAZON GIFT CARD: American Girl dolls and accessories. PARENT: Jerome Friez, LAPD



Maya Campos, 13

BIRTHDAY: June 10 • BEST FRIEND: Nishika • FAVORITE SNACKS: Sliced cucumber with salt • FAVORITE TV SHOW: "One Day at a Time" • WHAT I WOULD BUY WITH THE \$50 AMAZON GIFT CARD: LED lights for my bedroom. PARENT: Juan Campos Jr., DWP

Coloring with The Clubs

Congratulations to the WINNERS! of our Club Coloring Contest!

Everyone who turned in a design is a winner in our opinion! But our top four participants win a

\$50 Amazon Gift Card

Look for our next contest in April online at: alive.employeesclub.com/kidscoloringcontest

Honorable Mention

CHILD	AGE	PARENT/GUARDIAN	DEPT.
Jaxon Deliman	2	Gary Kenton	Retiree
Sydney Sunoo	2	Emily Mayeda	General Services
Ibrahim Faizan	4	Muhammad Faizan	DWP
Natalia Sanchez	4	Patrick Sanchez	DWP
Reagan Cadby	4	Melissa Cadby	DWP
Lillian Wadahard	5	Elisa Lam	Econ./Wkfr. Dev.
Mallory Mihalek	5	Gary Kenton	Retiree
Alexia Moreno	6	Marlon Moreno	PW Sanitation
Allison Tiet	6	Than Tiet	DWP
Arout Torossian	6	Karo Torossian	City Council
Audrey Sunoo	6	Emily Mayeda	General Services
Bareerah Faizan	6	Muhammad Faizan	DWP
Emilia Sanchez	6	Patrick Sanchez	DWP
Levi Cadby	6	Melissa Cadby	DWP
Kayden Leng	6	Ly Leng	LAFD
Audrey Zavala	7	Charles Garcia	Retiree
Jc'lon Perkins	7	Passion Perkins	Retiree
Milana Mihalek	7	Gary Kenton	Retiree
Paige Curtis	7	David Hadley	Retiree
Samantha Lansang	7	Leann Lansang	LAPD
Angelina Faltas	8	Mina Faltas	DWP
Conrad Renteria	8	Mark Renteria	Harbor
Emily Guzman	8	Danielle Mero	City Council
Emma Tiet	8	Than Tiet	DWP
Abigail Cadby	9	Melissa Cadby	DWP
Gavin Karkenny	9	Carol Karkenny	Retiree
Jet Ryder Flores	9	Guadalupe Mendoza	Public Works
Julianna Reviczky	9	Timothy Reviczky	Airports
Mia Duenas	9	Oscar Duenas	LAPD
Damien Ortega	10	Renee Ramirez	LAFD
Derek Flores	10	Dianelys Lopez	Airports
Natalie Harden	10	Danielle Padilla	LAPD
Oliver Wadahard	10	Elisa Lam	Econ./Wkfr. Dev.
Dillon Toms	11	Danica Carroll	Rec and Parks
Emily Leng	11	Ly Leng	LAFD
Garrison Moreno	11	Javier Moreno	ITA
Malia Murga	11	Vicky Chan	Retiree
Marcus Ramirez	11	Renee Ramirez	LAFD
Nadia Duenas	11	Oscar Duenas	LAPD
Emerson Wold	12	Edwin Wold	DWP
Jackson Cadby	12	Melissa Cadby	DWP
Kelsey Remolino	12	Kyle Remolino	LAPD
Lino Trujillo	12	Lino Trujillo	DWP
Miguel De La Hoya	12	Andres De La Hoya	Rec and Parks
Salvador Roque	12	Ernesto Saenz	DWP
Ava Martinez	13	Alfonso Martinez	PW/Sanitation
Jayde Martin	13	Mario Martin	General Services

Print and Online Schedule

Alive! has moved half of its children's coloring contests online.

In the printed *Alive!*:

- January (winners published in March)
- July (winners published in September)

In the online edition of *Alive!*:

- April (winners posted in June)
- October (winners posted in December)

